

NEWSLETTER

NH WATER WORKS ASSOCIATION

NHWWA.org



2020 Meritorious Achievement Award Presented to Glenn Eaton

New Hampshire Water Works Association selected Glenn Eaton as the recipient of the 2020 Meritorious Achievement Award. Glenn serves as a Senior Pump Operator for Aquarion Water Company, which provides water service to Hampton, North Hampton, and Rye.

Each year, the Meritorious Achievement Award recognizes a member of NHWWA who provides outstanding service to a water utility and the drinking water community through diligence, innovation, leadership, and hard work.

“The New Hampshire Water Works Association is pleased to salute Glenn’s tireless dedication to meeting the water needs of the communities in which he works,” said Boyd Smith, NHWWA’s Executive Director. “Thanks in no small part to his efforts, residents and businesses alike can count on Aquarion to provide safe, reliable water service.”

Glenn has worked at Aquarion for 32 years and holds Class 1 water treatment system and Class 2 water distribution system operator licenses from the State of New Hampshire. He is also an active member of the New Hampshire, New England, and American Water Works Associations.

“Aquarion is proud to have dedicated employees like Glenn who reflect our company’s mission to deliver high-quality water and exceptional service,” said Carl McMorran, Aquarion’s New Hampshire Operations Manager. “For more than 30 years, Glenn’s diligence and expertise have helped us achieve the high standards our customers rely on.”

As an integral part of the Aquarion team, Glenn helps deliver more than two million gallons of safe, clean water every day to Aquarion customers in Hampton, North Hampton, and Rye. As a Senior Pump Operator, Glenn’s duties



Glenn Eaton, Senior Pump Operator for Aquarion Water Company of NH.

include water production operations and maintenance involving 17 wells, five water treatment facilities, four water storage tanks, and two booster stations.

COVID-19 Vaccination Status

Since early December 2020 there has been growing concern about water worker eligibility for the COVID-19 vaccine. In mid-December we crafted a joint letter with Granite State Rural Water Association and NH Water Pollution Control Association to raise the issue of priority vaccination for our “always responders” workforce. The [letter](#) was sent to Governor Sununu, NH Homeland Security Director Jennifer Harper, and Department of Health and Human Services (DHHS) Commissioner Lori Shibinnete.

The Governor’s Executive Order 2020-17, Exhibit A (28Aug2020) explicitly

states that water workers are essential. However, the NH Vaccination Allocation Plan Summary (16Jan2021) does not list water workers as an occupation prioritized for vaccination. The DHHS is the managing agency for vaccine distribution, so we followed up our December letter with several emails to Commissioner Shibinnete in early January.

At this time, we understand that the national vaccination program is finally becoming organized, which directly impacts options at the state level. We also understand that the DHHS is working hard and diligently to protect

the health of our residents and workers, and there is no easy path forward.

We ask you to continue practicing worker safety protocols to protect our critical workforce and to prevent the spread of COVID-19. Our Association will continue to monitor the situation and share important information as it becomes available. We will also take steps to ensure that water workers are identified and treated as the top-priority professionals that you are, based on the life-critical services you provide every day.

From the Executive Director

The NHWWA is grateful to our members and partners for a successful 2020, even though we all had to adapt to the COVID-19 pandemic while continuing to provide safe, clean drinking water. With the support of our Board of Directors and key volunteers, we made great strides assessing workforce development and educational needs; building state-wide partnerships for impact in our advocacy efforts; adapting our training from in-person to remote format; delivering “Water Is Essential”, our first virtual exposition; and crafting and adopting integrated strategic and communications and marketing plans – all while maintaining a strong financial foundation.

Our 2021 goals (and beyond) are shaped by our [strategic plan](#). Our top four priorities are entitled People Powered: Recruiting, Retaining, Educating and Advancing the Water Workforce; Dollars for Water: Adequate and Assured Funding for Water Services; The Story of Water: Influential Communications, Public Engagement, and Legislative Advocacy; and, New Hampshire’s Water Future: Always Prepared for Major, State-wide Forces of Change. Highlights of our 2021 goals for each of these priorities are summarized as follows:

People Powered. Research indicates the need for 40 to 50 new Operators per year, and advancement of current Operators, to replace expected retirements through 2030. Drinking water is more critical than ever and job roles and responsibilities are

increasingly complex. Our core business is providing top-quality training for drinking water professionals, so our educational programs are foundational to workforce development. We will work with our members and the NHDES to design the most beneficial and relevant courses for current and future workers, to recruit instructors best able to pass their knowledge to the next generation of Operators and sector leaders, and to outline and build viable career paths for the sector.

Dollars for Water. Infrastructure investment lags system needs, and most local rate structures are insufficient for sustainable operations. We will work at the state and federal level to allocate more funds to grant and loan programs required for capital improvements. We will provide our members with information and materials to assist them with local funding via rates and bond issues, as well as how to better engage their customers in effective water use and source water protection.

The Story of Water. Most customers take dependable, safe and inexpensive water for granted. Through our communications and with our member’s help, we will raise public awareness of the value of water and how we can all help assure this most critical of human needs is met. We will use our message to connect with new workers, eager to commit to a rewarding and satisfying career of public service. Our goals include helping water utilities to advocate for local funding, encouraging our

legislators to support policies that ensure dependable and safe public water, and attracting the next generation of water workers.

New Hampshire’s Water Future. To deliver on our commitments, the Association will strengthen our ability to fulfill our mission. We have committed to reviewing and revising our governance documents and to building a new, more effective and attractive web site, by June 2021. By making measurable progress on our other three Strategic Priorities, we will serve our customers’ critical needs. By earning your trust we expect continued success and support for both existing programs and new initiatives.

While we have real challenges to face, I am optimistic and excited to work with you to address them. Through our planning efforts, and with continued communications among our members and partners, we have identified our top priorities. Although they are not new to any of us, there is a growing sense of urgency and unity to find suitable solutions. I look forward to riding this wave of newfound energy and commitment toward common goals that will strengthen our sector and prepare us, and future water workers and leaders, to thrive.

Proudly working for New Hampshire’s drinking water experts,



Boyd Smith, Executive Director

2021 Training and Events – Pathways to a Better Career

In addition to training and exam preparation courses that prepare new workers to become certified Operators, we will offer at least 30 TCH of relevant technical training to satisfy NHDES license renewal requirements and help you advance your career.

We have heard from a number of you about topics of practical interest, and our Program Committee met on January

27 to schedule classes and instructors to respond to your needs. Course offerings will include training for 1A and Grade I Operator licenses, treatment and distribution topics, technology related subjects (SCADA, GIS, asset management), and regulatory updates, all provided by experts in their fields.

You can review and register for courses

at our [website](#) and sign up for regular email notifications about courses, seminars and other industry news (we will never share your contact information). Please contact Boyd at BSmith@NHWWA.org or Sue at Info@NHWWA.org if you have any suggestions for training topics, or questions about our educational program.



Legislative Update

One of our Association's critical services is to monitor, engage in and report on legislation and rules that effect our sector, and to effectively represent the sector's interests to legislative decision makers. In short, we:

- Monitor and track legislation for potential impact,
- Solicit Member concerns and advice,
- Build trust and credibility with legislative leaders, and share Member concerns and advice,
- Work with NHDES and sector partners to support practical, science-based rulemaking,
- Communicate with Members (Legislative Membership, *Journal*, emails), and Amplify our sector's voice and impact.

Legislation that we are tracking for 2021 is tabulated below. The annual legislative cycle is fast-paced, with this year made more challenging by COVID-19 restrictions. While we provide important policy information to all of our members and partners, we offer a Legislative Membership that provides detailed, real-time legislative analysis and reporting. If this service is something you would benefit from, contact Sue Kowalski at Info@NHWWA.org to become an NHWWA Legislative Member.

Bill	Subject / Notes
HB135	RPs connecting private well to public water, or providing whole-house treatment
HB256	Adding Londonderry to PFAS releases commission
HB235	Permitting requirements for new water supply wells (<=40 gpm)
HB265, HB335	Bottled water must meet MCLs (bills will likely be combined)
HB271	Clarifying definitions of regulated PFAS compounds
HB398, HB412	Funding appropriation for State Aid Grant (WW and DW, respectively)
HB478	Requiring RPs to pay for all costs of PFAS remediation
HB534	Relative to municipal control of certain frozen water bodies.
HB611	Abolishing fluoridation (overrides local control)
SB 87	Relative to expenditure of water funds
SB 127	Companion legislation to HB398 and HB412

Newsflash! NHDES Rule Env-Dw 1400, which outlines the PFAS Remediation Loan Fund, was formally approved by the Joint Legislative Commission on Administrative Rules (JLCAR) on January 26, 2021. These rules implement the program for loans that assist public drinking water suppliers in their efforts to treat regulated PFAS compounds. A copy of the final rules can be found on the [NHDES website](#).

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2021 Calendar of Events

We have a full slate of trainings and events coming up in 2021, including some trainings that were cancelled in 2020 as well as continuing with our most popular events like Construction Day and the NH Drinking Water Expo & Trade Show. We expect virtual formats to continue through the first half of the year but look forward to in-person events later in the year.

NHWWA Calendar		
When	What	Where (est.TCHs)
March 9, 11, 16 & 18, 2021	Grade 1A Small System Water Operator Course - March	Zoom Platform (10)
March 17, 2021	Advanced Distribution - Part A	Zoom Platform (3)
March 30, April 1, 6 & 8, 2021	Small System Roundtables	Zoom Platform (2.5)
April 28, 2021	Technical Meeting	Zoom Platform (3)
April 4, 9, 16, 23, 2021	Basic Water Works Math - Spring	Zoom Platform (12)
May 4, 6, 11 & 13, 2021	Exam Prep Course	Zoom Platform (12)
Late May	Operator Training	Zoom Platform (3)
June 22, 24, 29 & July 1, 2021	Grade 1A Small System Water Operator Course - June	TBD (10)
August 4, 2021	Construction Field Day (AM) Surface Water Peer Review (PM)	Manchester (3) Manchester (3)
September	Technical Meeting	TBD (3)
October	Advanced Distribution - Part B In-person class	Dover Public Works (3)
Sept. 14, 16, 21 & 23, 2021	Grade 1A Small System Water Operator Course - September	TBD (10)
Sept. 17, 24 & Oct. 1 & 8, 2021	Basic Water Works Math—Fall	TBD (12)
October 20, 2021	NH Drinking Water Expo & Trade Show	Grappone Center Concord, NH (5)
October-November	Fall Basics Course	TBD/Hybrid (30)
Nov. 2, 4, 9 & 11, 2021	Small System Roundtables	TBD (2.5)
Mid-December	Operator Training	TBD (3-5)

Events and trainings will be posted on our website at www.nhwwa.org and email notices will go out via Constant Contact. Be sure to allow our emails access to your system. We will never share or sell your personal information.

Congrats Water Managers School Scholarship Winners!

The NH Water Works Young Professionals Committee has awarded two scholarships for the NH Water Managers School. Congratulation Ben Crawford of the Laconia Water Department and Tony Cavaliere of the Jaffrey Water Department!



Ben Crawford

Ben graduated from Plymouth State University in 2012 with a Bachelor's degree in Environmental Biology, and a minor in Geography/GIS. He has been in the water industry since September 2017, all at the Laconia Water Department. Ben began as a project manager and was promoted to the position of Superintendent in February 2020. Ben attests that "a lot can be learned from classroom time, text books, etc., but in my eyes, there is no better way to learn in this industry than going out there and working with people that have been doing this for decades. Starting as green as it gets, and being able to absorb so much in the past 3 years, I am very grateful to those mentors that I had/have, and hope that I can be that for someone someday."

Tony began working in the water and sewer industry while he was still in college at Franklin Pierce University in Rindge, NH. He learned quickly working on small water systems and is currently the Superintendent of Utilities for the Town of Jaffrey where he oversees the water and sewer departments. Tony credits his quick rise in his career to never being afraid to ask for help and making sure that he and his staff are always learning with and from each other. Tony looks forward to his future in Jaffrey. He sees the Water Managers School as a means to reach is overarching goal, "I want to give my customers the highest level of service for the lowest possible cost. Customer service, hard work, and financial sustainability are the three legs that I stand on."

Tony is also interested in getting more young people into the industry. "I am a prime example of how hard work, attention to detail, and a positive outlook can land you a high paying job in arguably the most important industry on this planet."



Tony Cavaliere

Thanks to NHDES and NH Water Pollution Control Association for welcoming us to the Water Manager's School partnership! Thanks also to our Board of Directors for approving YP scholarship funding.



New Hampshire Water Works
Young Professionals Committee

Young Professionals Committee Happenings

The cold weather has not stopped the Young Professionals (YP) Committee from preparing virtual events to keep their community engaged!

The YPs have kept up the momentum from their busy Fall and have been planning exciting events for their members. This February's "Member's Choice" event was Water Treatment Jeopardy, held virtually February 25.

After a fantastic turnout at the Pennichuck Water Works virtual tour back in August, the YPs have lined up another virtual tour with the City of Portsmouth! YPs (and YPs-at-heart) will have the opportunity to learn

VIRTUAL TREAT & MEET
Portsmouth Water System
March 25, 2:00 PM

about Portsmouth's Water Treatment Facility, which serves communities in Portsmouth, Pease Tradeport, Newington, New Castle, Greenland, and portions of Rye and Madbury. NHDES has approved 1 TCH for this event. Register by emailing the YP Committee at nhwwayp@nhwwa.org.

Young Professionals Call for Abstracts is now open for the NHWWA April Technical Meeting to be held virtually on April 28th. Please submit abstracts to Sue at info@nhwwa.org. The deadline for Abstracts is March 5th. Only one Young Professional will be chosen to present. All other abstracts will be kept on file for future presentation opportunities.



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NH Department of Environmental Services Updates

2020 Drought and Potential 2021 Drought Conditions

On January 21 NHDES hosted a Drought Management Team (DMT) session. With our first snowpack data now in, we are at 15 to 40% of average across the State, which is very similar to January 2020. Groundwater monitoring is ongoing with the next report available in February. Further, the forecast for 7, 14, 30 and 60 days does not show major precipitation as likely (<https://www.wpc.ncep.noaa.gov/qpf/24hrqpfall.html>). For additional information on 2020, see <https://pubs.er.usgs.gov/publication/ofr20201148>.

The National Weather Service predicts a better than not chance of drought at D3 by March due to El Nina effects on the jet stream. This highlights the need to review 2020 and prepare for potential drought in 2021. For 2020, the Emergency Drought Assistance is finalizing about 60 applications and has spent approx. \$580, 000 to assist impacted residential well owners. Drillers are reporting a substantial backlog. Further, some organizations are already taking measures for this spring. For example, Great River Hydro is already reducing outflow from Murphy Dam, at the headwaters of the Connecticut River, from 680 CFS to 600 cfs. DES is considering several actions to prepare for 2021, including: rewriting the Drought Management Plan; preparing improved or advanced messaging techniques to include paid advertising; increased outreach to local governments; and social media approaches.

Manganese Drinking Water Standard Expected 2022

NHDES held a Manganese Drinking Water Stakeholder meeting in January 2021 to announce the planned adoption of a manganese standard of 0.3 mg/L, effective June 2022. The standard is required by NH statute as State law requires USEPA Health Advisories to be regulated as maximum contaminant levels by the NHDES. You can access a video recording of the meeting [here](#). To view the presentation slides click [here](#).

If you have any questions please contact [Brandon Kernen](#), Administrator - Drinking Water & Groundwater Bureau, NHDES, 603-271-1168 (o) | 603-677-2478 (c)

For questions on the Health Risk Assessment information on Mn, please contact Jonathan Ali, Ph.D., Toxicologist at (603) 271-1359 or jonathan.ali@des.nh.gov.

Lead-Copper Rule (LCR) Revisions Coming

Though temporarily stayed by the new administration, this rule has substantial impacts to the drinking water industry. Sign up for [email notification](#) for current developments.

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Bernie Lucey - A Friend to NH Water Works

It was with great sadness that we learned of the passing of Bernard (Bernie) Lucey on January 20, at the age of 79.

Bernie was a civil engineer and an educator, and spent most of his working years at the New Hampshire Water Supply and Pollution Control Commission and then the New Hampshire Department of Environmental Services. There he filled a number of roles, but was always working to improve the safety of public and private drinking water.

Bernie played a large role in the promotion of New Hampshire Water Works Association, especially during the 1970's, when he served as program chairman, and on the Board of Directors. He initiated the Association's newsletter. Bernie rarely missed attending Association technical meetings, and attended them until fairly recently. His devotion to the Association and his presence will be greatly missed.



Bernie Lucey

Bernie is predeceased by his wife Patricia (2010). He is survived by his sons Dennis, Brian, and Kevin and their families.

WELCOME NEW MEMBERS!

Individual Members

Victoria Hawkes, Tighe & Bond

Jeff Houser, McWane Ductile

Jihyon Im, CDM Smith

Jason Kelley, EJ Prescott

Jahavi Kulkarni, Weston & Sampson Engineers

Mark Nelson, RH White Construction

Brian Olsen, Carlsen Systems, LLC

Griffin Parodi, Weston & Sampson Engineers

Kyle Rousseau, EJ Prescott

Sarah Viola, Weston & Sampson Engineers

Associate Members

Steve Smith, Smith Pump Co., Inc.

Matthew Stanley, Mueller Water Products

Small System Members

Wood Hill Village for Mobile Homes

South Pines Homeowners Association

Freedom Village Condominium Association

Thank you to all our members for your continued support! Members receive discounts on industry-leading educational classes and programs, access to current and critical technical and regulatory information, and are part of an organization that effectively supports and represents New Hampshire's public drinking water sector. If you are not yet a member, please consider [joining today](#).

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