



New England
Water Works Association
 a Section of the American Water Works Association

The Source

The Quarterly Newsletter of NEWWA

Summer 2022



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President's Message By Erica Lotz, President



In recent months I have been providing additional details on my presidential goals: 1) Create a culture of inclusion, 2) Outreach to our utility partners and 3) Expand social media to attract youth to the industry. For this issue of *The Source*, I would like to expand on my initiative to outreach to utility partners.

Utilities are the lifeblood of our association. While consultants, vendors, manufacturers, and reg-

ulators play an important role in the success of our organization, the work we all do is in support of our utility members. They are the ones providing safe and reliable drinking water to their customers 24 hours a day, 7 days a week. And each of us are here to provide the training and support that they need.

Prior to becoming president, I requested that NEWWA pull revenue data for pre-COVID years (2015 to 2019) so I could review a list of the top utilities in terms of revenue for NEWWA. Many of the largest utilities in New England are on this list. But it was also interesting to see that many medium sized water utilities are also choosing NEWWA for their training needs to a level that puts them in the Top 10. Another interesting piece of information is that the Top 5 resulted in more than 50 percent of the total utility revenue generated by NEWWA. Since utilities are so critical to our organization it is great to see so many are selecting NEWWA for their training needs.

Armed with this data, we are reaching out to some of the top revenue producing utilities to thank them for choosing NEWWA. There is lots of competition in the operator training space and we are excited that so many utilities are selecting NEWWA for our high-quality training. This outreach to utilities will provide an additional purpose as well. In addition to thanking them for their support of NEWWA, we will also work to identify what training needs they have into the future.

When the pandemic began, we pivoted to online training to meet the needs of our membership. The NEWWA staff purchased the necessary equipment to provide online training and thanks to the Virtual Technology Campaign we completed in 2021, more than \$100,000 has been raised to update the technology side of our training programs including hardware and software as well as a learning management system.

Equipped with this upgraded technology, and with COVID cases allowing for more in-person training, we are ready to tailor our training to our membership. During this outreach we will be identifying new trainings that these utility partners are interested in along with identifying what types of trainings are best received in person versus online. The flexibility of online training appeals to many of our members but we know that many people learn better in an in-person environment, and we want to make sure that our training best fits the needs of our members.

This year as president has been considerably busier than I could have imagined. I am not as far along on this presidential goal as I'd like to be, but I look forward to talking to many of you as part of this utility outreach program. ■

Association of State Drinking Water Administrators Source Water Collaborative Launches New Website

The new 2022 Source Water Collaborative Co-Chairs, Lynn Thorp of Clean Water Action and Deirdre White of the Association of State Drinking Water Administrators, are pleased to announce the launch of the new Source Water Collaborative website. Check it out at the same address (www.sourcewatercollaborative.org) and send us your events to populate the calendar.

Some of the changes to the website make it easier to navigate to the key tools and resources, and include turning both the How-to-Collaborate Toolkit and the Agricultural Collaboration

Toolkit into PDFs for easy viewing and printing. These toolkits, along with the maps and summaries of "Collaboratives Near You," the "Learning Exchange" resources and webinars by topics, and more, are all designed to help federal, state, and local partners work together to implement projects and initiatives that protect the nation's drinking water sources. State source water programs will find a variety of helpful resources on the website, along with additional information to inform your work with water utilities and local stakeholders. ■

Save the Dates — Upcoming Events

July 14 – NEWWA/RIWWA Membership Meeting – The Guild, Pawtucket, RI

July 24-25 – Annual Planning Session – Portland, ME

September 1 – YP Red Sox Game – Fenway Park

September 18-21 – Annual Conference – Newport Marriott, Newport, RI

Water Workforce Initiative

We hear you, and we're working on it...

By Kirsten King, Executive Director



Ask any utility, consultant, manufacturer, regulator, etc., what their biggest pain point is right now and you'll most likely get a similar answer from all—recruiting, hiring, and retaining talented and qualified staff. For more than a decade we have been talking about the “silver tsunami,” or “brain drain” coming, and when COVID hit, that only accelerated and exasperated the problem.

Also, with COVID came the “great resignation,” which has not helped the fact that on a good day, pre-COVID, it was becoming more and more difficult to attract talent to the water business. Simply stated, we have become so good at just doing our jobs quietly and efficiently that very few even know that water is a viable career opportunity.

So, what are we doing about it?

Back during President David Miller's tenure in 2018-2019 he established the WaterWORKS! Committee to tackle this exact problem. After assigning Don Ware of Pennichuck Water as chair, the WaterWORKS! Committee began its work by undertaking an extensive surveying process and needs assessment of utilities to determine current and future operator staffing needs. In addition, the committee researched the “Baywork” program (baywork.org) from California as a template for a water-recruitment initiative in New England and compiled a list of existing educational programs, tools, and resources that promote the water profession.

With COVID came a committee break, but now it's once again moving forward—full speed—to tie all of the background work and research it has done together, and finally formulate a solid plan to attract high schoolers, college students, veterans, women, minorities, and those looking for a career change to our profession.

Perhaps most importantly, the WaterWORKS! Committee has joined forces with the New England Water Environment Association, as well as all six state drinking water and clean water associations, rural water (in some states), and the Baywork program itself to formulate and finalize a plan. However, while we brought all of these organizations together toward one common goal, we quickly realized that no single entity has the capacity to fully develop, launch, and maintain such an enormous program. As a result, all the partnering organizations are now planning to pool resources to hire the same consultant who worked on Baywork to develop a similar, New England-specific initiative here in the Northeast.

This is now a very exciting time for the New England water profession and fulfilling the desperate staffing needs of so many. The water workforce initiative, combined with the collective efforts of NEWWA's University Outreach, Young Professionals, Student Activities, and Youth Education Committees, in addition to the work of all of the other state and regional organizations' similar committees, is a huge step forward in bringing attention to the water profession and what a rewarding, fun, and stable employment opportunity it can be.

We look forward to moving this initiative ahead with the experts who can assist us with reaching our goals. If you are interested in joining in on the effort and sitting in on the (virtual) committee meetings, please contact me anytime at kking@newwa.org.

*Source: <https://www.brookings.edu/research/water-workforce/>

“Thousands of water workers are aging and expected to retire from their positions in coming years, leading to a huge gap to fill for utilities and other water employers. Some water occupations are significantly older than the national median (42.2 years old), including water treatment operators (46.4 years old)*.”

“Water workers are predominantly male as well, particularly among positions in the skilled trades. Although women make up 46.8 percent of workers across all occupations nationally, they account for only 14.9 percent of the water workforce*”

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The views and opinions expressed in *The Source* are those of the individual authors and are not necessarily those of the NEWWA, its officers, or the editor.

EDITOR'S NOTE

We welcome letters by members on topics that are timely and of general interest to fellow members.

2022 NEWWA Awards Nominations

Consider nominating a worthy peer or organization for a 2022 NEWWA Award. There are specific awards for operators, young professionals, utilities, and more!

You have never submitted an award nomination before? It's easy! Review the steps below to submit your award nomination by July 1, 2022.

1. Review NEWWA awards descriptions and nominee criteria. Check your Member Roster for past recipients.
2. Complete a nomination form with as much information as available. Additional information or personal write ups are

welcome but not required. Nominators must understand the merits of their nominee and do their best to gather as much information independently as possible—NEWWA staff may provide a nominator with specific data on their nominee when specific information is maintained by the association.

3. Submit your nomination to Mary Quigley at mquigley@newwa.org or by fax to 508-893-9898 by July 1 and reach out with any questions. ■



New Members — March, April, and May

Ralph Azevedo
Tiffany Blake Furman
Chris Boland
Matthew Brank
Jacob Cantor
Wesley Clements
John Corliss
William Cournoyer
Michael Delaney
James Dimidis
Colin Downie
Jacob Ducharme

Ernst Etheart
Zeke Feldman
Daniel Finan
Andrew Greenlaw
Warren Groth
Kevin Hack
Jeffrey Harris
Nancy Heuman
Jonathan Hittie
Gavin Keough
Maddison Ledoux
Lindon Group, Inc.

David MacDonald
Mass. Dept. of Correction
Kristin McLeod
Muhammad Salman
Mohsin
Joshua Moore
North Andover Water Dept.
Jeff Papuga
Robert Penney
Tyler Pilch
Ashley Piper
Jonathan Pressdee

Sarah Price
Matt Raposa
Douglas Reed
Lucas Rodgers
Bryan Sadowski
Nicholas Scott
Diane Shikrallah
Scott Simpson
James Skerry
Devon Smith
Jacira Soares
Robert Souza

Jacob Standley
Kyle Sundberg
Wiktor Tomkiewicz
Will Torres
Town of Ayer DPW
Mark Warren
Jenn Wood
Fiona Worsfold
Trisha Worthington
Dongke Yu



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Professional Engineers, Utility Managers, Licensed Operators

Member Spotlight: Isabella A. Cobble, EIT



Staff Engineer II Tighe & Bond, Westwood, MA

Isabella Cobble is an environmental engineer at Tighe & Bond, where she works on projects related to drinking water infrastructure upgrades, hydraulic modeling of distribution systems, and asset management. Isabella is a very active NEWWA volunteer, serving as Co-Chair of the NEWWA University Outreach Committee, which is a committee dedicated to coordinating and making presentations about NEWWA and careers in drinking water at New England colleges and universities to encourage interest in water works and the association. She is also a member of the NEWWA Young Professionals, Organizational Diversity, and Youth Education Committees, and serves as Co-Vice Chair of the NEWWA Young Professionals Committee. Isabella holds a bachelor's degree in civil engineering and master's degree in environmental engineering from the University of Massachusetts Amherst.

What originally got you interested in drinking water?

I grew up in a house overlooking Black's Creek in Quincy, MA, and I've always felt a strong connection to the ocean and nature. When I was younger, I would explore the marsh right outside our door, or walk down to Wollaston Beach to see the waves.

During summer orientation right before my freshman year of college, I had to decide which field of engineering I wanted to study and I chose civil and environmental engineering. At the beginning of my freshman year, I quickly realized that I wanted to focus specifically on environmental and water resources engineering. I love how water is so essential to everyday life, and that I can really see the societal and environmental impact of the projects I work on.

What types of projects have you worked on that you enjoyed or found interesting?

I've worked on a wide variety of drinking water, wastewater, and stormwater projects over the past couple years. I've really enjoyed learning how to use a few different kinds of software for hydraulic modeling of drinking water distribution systems. There are many benefits of hydraulic models and I've worked on many different applications ranging from developing capital improvement plans, calculating available fire flow, prioritizing system assets, and simulating water quality. More recently I've started working on projects relat-

ed to PFAS treatment system design, hydrologic and hydraulic (H&H) modeling, and booster pump station upgrades. I've also enjoyed the field work I've done, including stormwater sampling for permit compliance, hydrant flow testing, and dam inspections.

What were University Outreach Committee activities like this year, and what's the plan for the fall?

Last fall semester and the previous academic year, most of our University Outreach Committee events were virtual due to the COVID-19 pandemic. But this 2022 spring semester, most of our events were in-person and it's been so great to visit campuses and interact with students face-to-face again! Students have been very helpful in communicating the COVID protocols for their respective schools so our visits can be as safe as possible. We're currently planning for most events to be in-person for the upcoming fall semester but we also recognize the benefits of the virtual format such as targeting more schools that are further away. Moving forward the committee will continue to plan both in-person and virtual visits depending on the school. If anyone is interested in participating in any of our events this fall please reach out to me!

How do you hope members of NEWWA support future water works professionals?

I think one way that NEWWA members could support future water works professionals is to participate in outreach events and talk about what they do in their jobs. In addition to University Outreach events at the college level, I've also personally volunteered for Mass STEM Hub to provide feedback on STEM projects submitted by students ranging from elementary school to high school. The students and teachers really appreciate the interaction and encouragement from industry professionals. Another great way to support future water works professionals is the NEWWA Mentoring Program, which I did while I was an undergraduate student at UMass and it was really helpful to me while I was determining what I wanted to do after graduation.

Anything else you'd like to share?

Running became a hobby that I've picked up during the pandemic and I recently ran my first full marathon! It was hosted by the Pioneers Run Crew, two days before the Boston Marathon in April. The race was called 26.True and the course went through 13 different neighborhoods in Boston. I'm planning to do another half marathon this fall and potentially another full marathon next year. ■

NEWWA Staff Directory

Executive Director

Kirsten King

Deputy Executive Director

Don Bunker, PE

Accounting Manager

Pam Amalfi

Backflow Prevention & Cross Connection Control Coordinator

Nelson Cabral

Events & Marketing Manager

Katelyn Todesco

Materials Preparation Assistant

Lisa Franks

Registrar

Mary Keating

Accounting Clerk

Claire O'Dell

Membership & Volunteer Coordinator

Mary Quigley

Operation Programs & Technical Support

Paul Riendeau

Facility and Office Manager

Linda Smith

Weathering the Storm By George R. Allan

“And once the storm is over you won't remember how you made it through; how you managed to survive. You won't even be sure, in fact, whether the storm is really over. But one thing is certain. When you come out of the storm, you won't be the same person who walked in. That's what this storm's all about.”

This is a quote by Haruki Murakami, a popular Japanese fiction writer. It is taken from his book, “Kafka on the Shore.”

Obviously, Mr. Murakami was not referring to the current pandemic, however, the quote seems appropriate for where we are now.

During the height of the pandemic, we all heard people say, “we are all in the same boat and we'll get through it together.” But we weren't in the same boat; we were in the same storm. How people weathered the storm in their boat affected them differently than someone else. Our schools, our workplaces and our homes were affected to some degree. We have all experienced some disruption to our daily life.

One of the least discussed impacts of the pandemic has been the negative effect on people's mental health, particularly in the workplace. There has always been a stigma about mental health in this country. The pandemic exacerbated the condition of those with existing mental health issues. Employees with anxiety, obsessive compulsive disorder (OCD) or post-traumatic stress disorder (PTSD) had more trouble dealing with changes at work and at home.

Many of us experienced or knew someone who had anxiety or depression during the pandemic, typically triggered by lockdowns, restrictions on social interactions, fear of illness or burnout. According to the World Health Organization, in the first year of the pandemic global data indicate that anxiety and depression increased by 25 percent. A study by the BU School of Public Health found that by 2021 nearly one third of adult Americans had depression symptoms.

Spurred by the pandemic, we also saw a flood of people retiring or leaving a current job. According to the U.S. Bureau of Labor Statistics, 47 million people voluntarily quit their job or retired in 2021. The lack of qualified replacements forced the remaining workers to carry more of the load leading in

many cases to burnout. Some have dubbed it “The Great Resignation.” Burnout wasn't confined to office workers. Those working remotely found that instead of an 8-hour job, it became 10-12 hour job and adversely impacted their work-life balance.

Pre-pandemic most employers did not have a program that assisted employees with mental health issues. As a result, many workers were not comfortable discussing their burnout or being overstressed with their bosses for fear of being deemed weak or not a team player. And yet their physical and mental health was being adversely affected with conditions like insomnia, anxiety, migraines and back pains. Burnout probably felt like a unique situation that only they were experiencing but as we subsequently learned that was not the case.

“When you come out of the storm, you won't be the same person who walked in.”

Some of the lessons learned from the pandemic regarding mental health in the workplace:

- Employers need to place a higher priority on employee mental health needs.
- Employers should expand wellness programs to include mental health, not just physical health. This would include telemental health support services.
- Mental health of employees has an economic impact on a business.
- Employees need to acknowledge they need mental health support and not be afraid to ask for help.
- Employees need to understand they are not alone and need to be more comfortable talking about their mental health.
- Mental health challenges need to be destigmatized.
- Employers and employees need to be open about work overload and burnout.

The pandemic storm changed many things in our lives; how we live, how we work and how we play. As we come out of this pandemic storm, we can all agree that we are not the same person who walked in. ■



3 Things Smaller Water Systems Can Learn About LSL Replacement from Newark, NJ

By 120 Water

When routine water testing in Newark, New Jersey, turned up lead exceedances in both schools and residences, the public began putting immense pressure on the city to resolve the issue and keep the community safe. The City of Newark understood that traditional remediation techniques would not be enough, and drastic measures would need to be taken to avoid becoming the next Flint, Michigan.

“There’s only one thing we can do and that is to replace all the lead lines. Otherwise, we’re just kicking the can down the road,” said Kareem Adeem, Director of The City of Newark Water and Sewer.

The City of Newark is now being hailed as a “model city” for lead removal, after successfully completing their Lead Service Line Replacement Program (LSLR). In late 2018, the city launched a coordinated effort that resulted in the removal of 24,000 lead lines in less than 3 years.

While Newark is the most populous city in New Jersey with over 311,000 residents, their success offers some important lessons that can be useful to water systems of any size. Read on for three best practices for executing your own LSL replacement program.

1. Focus on strategic communications & public education right from the start

One of the smartest things the Newark team did was prioritize communication from day one. They developed a strong plan to keep residents fully informed about what they were doing and why they were doing it. They laid the groundwork for transparent communication and educated the community at every step.

Newark helped the public understand its lead problem and how their program would fix it. They communicated with residents through schools, local media, and creative campaigns. They even had city employees and civic groups out in the community spreading awareness and letting residents know when work would be done in their neighborhoods.

Tiffany Stewart, the City of Newark’s Director of Personnel, Former Asst. Director of Department of Water & Sewer Utilities, said in the beginning, “We were experiencing challenges with the lead service line replacement program and getting residents to understand what it is we were doing and why we were doing those things - it was important to have an independent analysis and partnership with a company that shared the same vision and mission as we did; one that would provide information to residents about the quality of their water.”

Things smaller systems can do to engage the community

Building a communications plan focused on education can help you garner community support for your LSL replacement program and ensure better outcomes.

Here are a few ways you can spread your message to residents:

- Social media posts
- Information on the utility website
- Billing inserts
- Text messages
- PTA/school board meetings
- Partnerships with local plumbing companies/contractors

2. Do NOT wait to take advantage of funding opportunities

The City of Newark’s Senior Environmental Engineer, Tosin Adetutu, noted, “One thing we realized early into the program was that this was going to be very resource consuming.”

Newark would not have been able to pull off what they did in just three years without significant funding. They secured a \$120 million bond to accelerate their program and ensure that replacement of residential lead lines was able to move forward without putting financial burden on property and land owners.

While your water system may or may not have access to those kinds of resources, federal funding from the recently passed infrastructure bill is available to fund LSLR programs for disadvantaged communities and those with populations of less than 100,000 people.

The EPA is allocating \$3 billion in 2022 to speed up LSL replacement, on top of the \$15 billion earmarked in the bill. There may also be provisions to use funds from the \$350 billion State and Local Fiscal Recovery Fund provided in the American Rescue Plan for LSL removal and lead faucet and fixture replacement.

How to get started on securing funding

To use this funding, you must start developing your lead service line inventory now. Waiting until the October 2024 deadline could mean you lose out on the resources you need to comply with the lead and copper rule revisions and protect public safety.

The EPA provides a number of resources to help water systems navigate where and how to access available funds. Review the EPA’s DWSRF website to learn more about its federal-state partnership or find your state’s DWSRF assistance website for information for your state.

3. Your utility and local government must work as a team

For Newark, the cooperation of their state, county, and local governments paved the way for success. Prior to launching their LSLR project, two key pieces of legislation were passed that made their efforts possible:

The state of New Jersey passed legislation to allow Newark to use public funds on private property for their LSLR project. This allowed them to offer LSL replacement to all residents for free.

A “right of entry” ordinance was passed by the city council to allow LSL replacement without a homeowner’s permission, which expedited their efforts significantly. They went from replacing 5-6 lines a day to as many as 120.

How this impacts smaller water systems

If you don’t already have a great working relationship with your state and local governments, now is the time to start, because they can be critical partners in removing barriers and enabling your LSLR efforts.

Whether you have 300,000 residents or 3,000, by working together with your residents, government agencies, and strategic partners toward a shared goal of removing lead from your drinking water, the odds of success are in your favor. ■

Drinking Water Storage Tank Asset Protection Strategies: "Corrosioneering"

By Theodore Lund, NEWWA Distribution & Storage Committee

Welded steel water storage tanks can provide service for more than 100-years. Tanks do not have a finite life span.

Full repainting costs for water tanks can range from \$600,000 to \$1.8M depending on tank size. Not only is there a substantial hard dollar cost for maintenance but there is a substantial energy cost for equipment. Even the paint product requires a large amount of energy to produce. Overall a tank painting project has a significant cost and carbon footprint.

It is critical to utilize all knowledge and Best Available Technology (BAT) at our disposal to preserve the steel tank asset at the lowest cost and environmental impact. This paper explores the BAT and engineered options for tank maintenance to achieve 100+ year life spans with a lower cost and environmental impact.

High solids epoxy and high-performance urethane coatings have been applied to tanks since the eighties. These coatings last for 20-35 years extending repainting schedules dramatically. Exterior coatings degrade due to ultra-violet light, pollution and mechanical damage which allows surfaces to corrode. While normal exterior corrosion would not be a problem, the poor appearance of the tank becomes unacceptable and reflects negatively on the quality of stored water.

By understanding how to assess the integrity of exterior coatings and using that data decisions can be made regarding the options to spot and/or overcoat a tank to preserve the original barrier coat.



As an example, a tank experienced premature failure of the exterior coating due to a weak inter-coat bond between the primer and the topcoat layers. An integrity assessment of the exterior coating determined that an overcoat approach could be successful. The tank was successfully overcoated in 2010 and is still performing well twelve years later.

The estimated cost to completely blast and repaint the tank exterior would have been \$900,000 and it would have been off line for 8 weeks. The overcoating process that was selected cost \$325,000 and took 6 weeks, saving an estimated at \$575,000.

On the environmental side, full coating replacement would have consumed 3,500 to 4,500 gallons of fuel emitting 80,000-100,000 lbs of carbon dioxide. *(ref; US Energy In-

formation Administration 2/9/22 data 22 lbs CO₂ per gal of diesel burned).

The interior of a drinking water storage tank has two distinct corrosion environments. The above water surfaces are exposed to acidic mist due to chlorine fumes and temperatures up to 120 F. Underwater flat shell and floor plates are easier to coat and are not exposed to the same aggressive environment.

The complex above water surfaces can be protected using the best practices such as grinding sharp edges, application of zinc primers, applying multiple stripe coats to gaps, edges and seams, holiday testing the final coating and application of caulking to any small gaps.

It is not uncommon for the shell and floor coating to still be 95-98% intact after 20-years while the interior roof needs to be painted. Common practice has been to repaint the entire tank interior because the interior roof is in need of attention. By spot coating the interior corrosion cells and installing an Impressed Current Cathodic Protection (ICCP) system all the sound coating will remain for years.

Protection can be provided to the underwater surfaces with existing protective coatings and the application of ICCP. ICCP will halt all corrosion, prevent pitting and prevent under-film corrosion. Properly designed ICCP systems operate for 10-15 years with minor testing and maintenance. ICCP systems will postpone or eliminate the need to blast and paint the submerged surfaces.

By applying the right combination of corrosion solutions to the interior tank environments, maintenance costs are reduced. As with the exterior overcoating strategy the added benefit of applying BAT is a significant reduction in the amount of energy and carbon emissions.

The following financial comparison illustrates the cost savings that can be realized by using BAT and engineering practices as contrasted to premature full coating removal:

Example: 2.0MG tank 90-ft tall & 60-ft diameter

Traditional Approach Complete Recoat \$698,760

Sustainable Solution

Install ICCP \$ 40,000

Coating Above water areas only \$177,680

Total Cost **\$217,680**

The cost savings is \$481,080 plus a huge reduction in fuel consumed which would reduce carbon dioxide emissions by 100,000-120,000 lbs.

By using the "sustainable" approach, a significant reduction in cost, energy consumption and emitted carbon dioxide is achieved. In this case there is no conflict between being better stewards of our water storage tank assets and protecting the environment. It is a true "Win-Win"! ■





As I compose this article, I am preparing to travel to San Antonio, Texas, to attend ACE22. This will be the first in-person ACE since 2019, given the restrictions of COVID-19. This will also be the conclusion of my 3-year term as your AWWA Director. It has been an honor to represent NEWWA, a Section of AWWA. I appreciate the support of the membership, board of directors, and NEWWA staff. As I reflect back on the experience, I am amazed at how differently this evolved.

As a recent retiree, I was able to commit my time and effort to AWWA as well as to the NEWWA, a Section of AWWA board. I looked forward to the travel, and to networking in person with water professionals from across the nation and beyond. Interaction with the directors from other sections provides great opportunity to exchange ideas for section strategies, activities, and operations. My term as director started at ACE19 in Denver. I learned the ropes from my predecessor David Polcari who was highly engaged with his fellow AWWA board members. My first board meeting as a director was the Winter Board Meeting, held in Puerto Rico in January of 2020. Then COVID hit. From that point on, everything changed for the entire world, including AWWA's activities. We all learned to adapt to video conferencing and working from home. It wasn't bad, just different from everyone's expectations.

Unfortunately, COVID wasn't the only obstacle during my term. As we have communicated recently, AWWA has pursued an issue which was brought to NEWWA, a Section of AWWA back in 2018. After 30+ years operating as a section of AWWA, we were notified that we were out of compliance with the affiliation agreement with AWWA. The concern presented by AWWA was for our continuing practice of offering and maintaining local memberships in NEWWA, Inc., in addition to memberships with NEWWA, a Section of AWWA.

Numerous discussions have been held since between the organizations, including extensive correspondence, legal investigations, and various proposals for resolution. Without rehashing all the details, the central point of our position is that NEWWA, Inc. is and remains as an independent organization, acting as a Section of AWWA through affiliation. The practice of providing local memberships through NEWWA, Inc. is a continuation of business practice in place since the inception of NEWWA in 1882.

In the fall of 2021, AWWA formed an ad hoc committee to investigate the issue and present an opinion on the likelihood that our section was out of compliance with the affiliation agreement. During that process, I joined the team of NEWWA

leaders to present our case. That step was viewed as productive but did not change their opinion.

The AWWA committee presented their conclusion of non-compliance with the affiliation agreement to the AWWA Executive Committee at the Winter board meeting this January. As a result, the official process for resolving an affiliation agreement issue (according to AWWA's bylaws) was initiated. A special Presidential Ad Hoc Committee was formed by AWWA with the task of developing a resolution acceptable to both parties, and to eliminate the opinion of non-compliance by AWWA.

The team representing the NEWWA, a Section of AWWA has been meeting virtually with the AWWA committee since February. Our meetings have been productive and held in a positive spirit, with focus on resolution. As a very positive step, a proposal framework has been presented to the AWWA committee and now, as a group, we are working on the details to conclude the process.

This process has certainly been a distraction for the NEWWA, a Section of AWWA officers and Executive Director Kirsten King. Fortunately, everyone has kept their focus on our mission and activities, providing services to all of our members. As for my work as AWWA Section Director, this was quite the different experience from that which I anticipated.

It will be my privilege to introduce our incoming Section Director Craig Douglas at ACE22. He will officially become our director at the conclusion of the AWWA board meeting on June 12th. Despite my hope that we would get the conflict resolved prior to the beginning of Craig's term, that will not happen. To his credit, Craig has been actively engaged with our team since his election last fall. He will continue that work as our director. I will remain as an advisor to the team, to support Craig and our leadership to help bring the issue to a successful conclusion. My sincere hope is that Craig Douglas will enjoy a more typical experience as AWWA Director and utilize his talents to benefit our section and the water community.

My thanks to the members for the opportunity to be your director. Thanks also to past and current NEWWA Presidents Polcari, Harris, Douglas, Pearson, Miller, Cook, Gove, and Lotz. It has been an honor to serve with you all.

Lastly, I want to thank DN Tanks for their continued support, providing me the opportunity to serve over many years on the NEWWA, a Section of AWWA board and the AWWA board. It has been a rewarding experience for me, and I appreciate DN Tanks' commitment to "giving back" to both organizations.

Regards,
Chris

Drinking Water
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Spring Conference - April 6-7 - DCU Center, Worcester, MA



Exhibitors were thrilled to be back in person again, giving them the ability to see clients, showcase their products and services, and finally be able to network again in a fun environment.



Congratulations to the Bristol County Water Authority (RI) for once again taking home the top spot in the Hydrant Hysteria competition! Bristol County will also join second place Southbridge, MA, at ACE22 in San Antonio, TX, as they represent NEWWA in the national competition.



NEWWA also hosted a career fair during the conference, allowing companies and utilities to showcase jobs available across the region.



It was a pleasure once again to host the joint NEWWA/NEWEA Young Professionals Breakfast, which attracted more than 100 YPs. Thank you to our and NEWEA's Young Professionals Committees for organizing this fantastic event that allows for a comfortable, inclusive, and fun environment for YPs to meet colleagues and kick the conference off.



Thank you to our Student Activities Committee for once again organizing the highly successful Student Poster Session, which allows both undergraduate and graduate students to showcase research projects.



Our Program Committee organized 20 concurrent technical sessions this year due to high demand. Thank you to all committee members, moderators, and speakers for organizing a fantastic technical program that was extremely well attended.



We moved the Wednesday afternoon reception to the exhibit hall this year, allowing for attendees to spread out, enjoy the change of scenery, and once again catch up with old friends and colleagues (while making new friends too!).

Overall, we welcomed 2,945 of you back to Worcester after a 2 year hiatus. We couldn't have been happier to see all your smiling faces while networking and learning. Thank you for attending and we can't wait for 2023!



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Why Supporting NEWWA is Important to CDM Smith

An article by CDM Smith for being the Champion Level Sponsor of NEWWA's Virtual Technology Campaign.

CDM Smith is proud to support NEWWA and its decades of award-winning education and training programs through our pledge as the Champion Sponsor of the 2021 Virtual Technology Campaign. As another long-time drinking water advocate, CDM Smith—celebrating our 75th anniversary this year—truly values all that NEWWA brings to the local water industry. To explain why supporting NEWWA is important to CDM Smith, we share a few of our favorite reasons below.

Excellent Peer-to-Peer Knowledge Sharing: Our firm appreciates the numerous NEWWA opportunities to learn from fellow water industry peers and to share CDM Smith's knowledge and project experiences through presentations and printed articles. NEWWA committees and staff do an outstanding job of providing current, relevant knowledge sharing via two large conferences, monthly meetings, specialty symposia, the quarterly *The Source*, and the *Journal*.

Opportunity to Serve the Water Profession: CDM Smith is very proud to support over a dozen of our New England employees as active NEWWA volunteers, performing countless hours of service every year. As you may know from meeting our energetic staff, we are passionate about the water industry, solving engineering challenges and working collaboratively to help provide safe drinking water throughout the region. Whether through committee or Board of Director's participation, NEWWA provides its members with excellent opportunities to serve the water community.

Outstanding Networking: Throughout the year NEWWA hosts networking venues for consultants, vendors and municipal utilities members alike. Whether discussing a hot topic at the annual meeting roundtables, working side-by-side with a respected expert on committee activities, or sharing water system war-stories and a beverage at a "Tour and Pour" event, our staff enjoy how NEWWA provides so



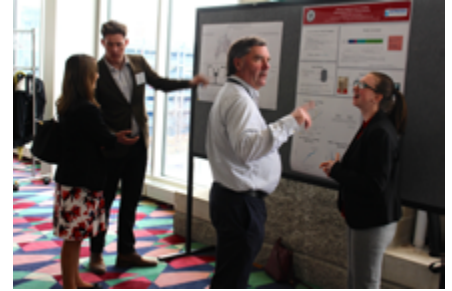
Past President David Polcari receives Fuller Award for distinguished service to the water supply field.



NEWWA volunteers enjoy conference networking.

many great ways to connect with our fellow water professionals.

Student Interaction & Recruiting: Many of our best and brightest local staff first learned of CDM Smith through NEWWA. With so many water professionals retiring, today's students are the future of our industry! CDM Smith appreciates the many opportunities to meet bright students and help shape water careers through participation in the NEWWA Mentoring Program, Student Poster Session, Technical High School and University Outreach Committee presentations, and conference career fairs.



NEWWA Student Interactions - Inspiring the next generation of water professionals.

Local Access to Valuable Water Sector Resources and Staff: As active participants, we know firsthand how important local NEWWA headquarters resources are to conveniently and successfully performing NEWWA initiatives and how fortunate we are to have access to these benefits within a short drive or call from CDM Smith's Boston, MA; E. Hartford, CT; Manchester, NH; and Providence, RI offices. Like so many NEWWA members, our firm values NEWWA's physical and electronic historical documents, free local and virtual hosted meeting space, as well as the friendly and dedicated contributions from many talented staff.

Top Quality Training: Whether in-person or virtual, NEWWA is a proven and prolific provider of excellent water system and water operator training. CDM Smith recognizes this training is vital to the health of New England water utilities – the very clients we serve. Like NEWWA, CDM Smith understood that COVID-19 presented both a training challenge and opportunity to jump with both feet into a new age of educational delivery. Our firm also expanded webinar delivery, case study video production, and educational outreach to all our clients in a time when in-person meetings were not an option. With two full years of successful virtual training, student feedback and demand for convenient online learning, **NEWWA is in the perfect position to invest in strengthened virtual training tools and CDM Smith is pleased to be the Champion Sponsor in support of this initiative.** ■



New England
Water Works Association
a Section of the American Water Works Association

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