



**New England
Water Works Association**
A Section of the American Water Works Association

The Source

The Quarterly Newsletter of NEWWA

Winter 2022

Customer Impacts

Affordability

Revenue Stability

Conservation

***Find the Right Balance
Between Fixed and
Volumetric Water Rates***
page 4



**Green Mountain
Water Environment
Association**

President's Message By Erica Lotz, President



It's already a few months into my year as president and it is flying by! It was great to be able to see so many members IN PERSON at the Annual Conference at the Mt. Washington Hotel in September. While we have had a variety of virtual meetings since then, I look forward to seeing everyone in person at the Spring Conference in Worcester, MA!

Before taking over as president, I spent some

time reflecting on my experience as a NEWWA volunteer and developed three goals to work to achieve as president. They are:

- Create a culture of inclusion
- Outreach to our utility partners
- Expand social media to attract youth to the industry

Create a Culture of Inclusion

I remember when I joined NEWWA as a young professional it seemed like everyone else already knew each other and I felt considerably younger than almost everyone else. With my first goal I would like to create a culture of inclusion within NEWWA so we can diversify and welcome new members and volunteers. My plan is to keep inclusion front of mind by talking about every opportunity I can. While serving as president I will have an opportunity to speak to the NEWWA membership along with the various state associations over the course of the year. At every opportunity I have to speak I will include an "inclusion moment." An "inclusion moment" is a short, educational opportunity to talk about topics related to inclusion and diversity. These moments typically last only one minute and provide a brief opportunity to bring up ways to improve and expand our inclusive culture.

Outreach to Our Utility Partners

Just before becoming president, I requested some information from the NEWWA staff. I was interested to understand, pre-pandemic, which utilities were providing the most revenue to NEWWA. Utilities are the lifeblood of our organization, and their trust and participation are key to our success.

There are many ways that utilities can meet their required utility operator credit hours and I was interested to know which ones were choosing NEWWA.

With the data from NEWWA I was able to flex my Excel skills to analyze the data. And the data were surprising! There are many large utilities that you would expect to find at or near the top of the list. But as you move down the list, many smaller utilities are completing extensive training of their staff with NEWWA. My second goal is to outreach to those utilities that are partnering with NEWWA on their training needs. I would like to, first and foremost, say thank you for their support of NEWWA. Our organization needs the utility support to be valued by all aspects of the water industry. This outreach effort will also provide an opportunity to gather information on future training needs for each utility. What types of training are most valuable to each utility? Do their staff prefer in person or online training or are they enjoying the availability of both options? This will allow NEWWA to better position itself to meet the needs of utility members into the future.

Expand Social Media to Attract Youth to the Industry

Back in May 2021 I had the opportunity to work with other NEWWA members as we spoke to students at Whittier Regional Vocational Technical High School about careers in water. While the presentation was virtual, the students were engaged and asked great questions. After speaking with the students, it seemed important to continue engaging with them about water careers as they finish high school and either enter the workforce or continue their education.

If you have any teenagers in your life, you know that they spend hours on their phone on social media. While NEWWA has a strong presence on Facebook, Twitter, and Instagram, these posts are geared toward our current membership. Therefore, my final Presidential goal is to expand our social media presence to platforms like TikTok to engage with young people about careers in the water works field.

The Young Professionals Committee's Social Media Subcommittee, along with a few additional volunteers, are assisting me with this goal. While we still have work to do, with these great volunteers, I have no doubt that we will be successful.

I look forward to working on these goals with our membership over the next few months! I think the most difficult goal will be to improve my dance moves for the next viral TikTok trend. ■

Save the Dates — Upcoming Major Events

January 20 – January Membership Meeting - Birch Wood Vineyards, NH (subject to change to virtual)

January 21 – Annual Ski Classic - Gunstock Mountain, NH

January 23 – Young Professional's Summit, NEWWA Conference, Boston, MA

February 1-3 – MWUA 96th Annual Trade Show and Conference, Augusta, ME

April 6-7 – NEWWA Spring Joint Regional Conference and Exhibition, Worcester, MA

Executive Director's Message

By Kirsten King



What a fall we had! From our Annual Conference, to going live with our new Association Management System, to finally branching out again to network and collaborate in person—one thing I can say is that it feels GOOD!

Let's start with September—when 350 water works professionals attended our first in-person Annual Conference since 2019. Held at the beautiful Mt. Washington, the week was a tremendous success with so many networking and learning opportunities that members had been missing over the past 2 years (and we are proud to report that thanks to the cooperation of attendees we had zero cases of COVID stemming from the week). It's hard to believe that we are already thinking of our next Annual Conference, in Newport, RI, in September 2022, and we can't

wait to welcome you back as it's been more than 10 years since we've had the conference in Newport.

In October we finally went live with our new Association Management System. And anyone who has ever been part of a software upgrade can certainly appreciate what a huge amount of effort it takes by all involved. Lead by Project Manager Katelyn Todesco, all the staff worked extremely hard over a year's time to ensure the smoothest transition possible both internally, and externally to our members. We have worked out most bugs and hope you are enjoying the more intuitive online experience!

Also, in October I had the pleasure of representing NEWWA both by exhibiting at and speaking on the "Women in Water" panel at the New Hampshire Water Works Association's trade show. In addition, Katelyn, President Erica Lotz, and I also were able to attend the Green Mountain Water Environment Association fall conference, where we exhibited and were able to meet with the GMWEA board to discuss how the two associations can continue working together like we have done so positively in the past. It is so incredibly nice to be able to attend and support our sister organizations' events once again.

I'd also like to take the time to thank our Water Resources, Sustainability, Groundwater, and Conservation Committees for organizing a fantastic Water Resources and Sustainability Symposium once again. Held virtually, more than 80 attendees participated, hearing from speakers from across the country. In addition, a huge thank you also goes out to our Information and Operational Technology Committee for organizing the Information Technology and Asset Management Fair at NEWWA's headquarters. Planned jointly with the New England Water Environment Association, this event is a fantastic example of collaboration between organizations with similar missions, members, and goals.

Finally, on behalf of the Fundraising Committee and co-chairs Savas Danos and Bernie Rousseau, we need to extend huge thanks to all who have supported our Virtual Technology Campaign. This fundraising effort will allow NEWWA to implement and maintain a new Learning Management System as well as purchase updated equipment for our classrooms, which will allow for a better online learning experience for students. We are excited to begin this next phase of enhancing our online learning environment and this wouldn't be possible without the overwhelming support of all who contributed. Please be sure to visit the fundraising web page at <https://www.newwa.org/About/VirtualTechnologyCampaign2021.aspx> to read about the campaign, see how much was raised, and view all the generous sponsors.

I am excited for what 2022 has to bring, for all of us. Thank you all for your unwavering support and commitment to NEWWA. Our people are what truly makes this association one of the best to be a part of.

Until next time,

Kirsten

Winter 2022

Issue No. 149

IN THIS ISSUE

President's Message	2
Executive Director's Message	3
Finding the Right Balance	4
Supplier Diversity	4
Member Spotlight	5
Water Works Humor	6
Update from AWWA	7
New Members	7
NEWWA and MWUA Scholarships	8
Winter Preparations	9
AWWA/NEWWA Relationship	10
Share the Spotlight	11
Update on Certifications.	12
GMWEA and NEWWA Partnership	12

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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.

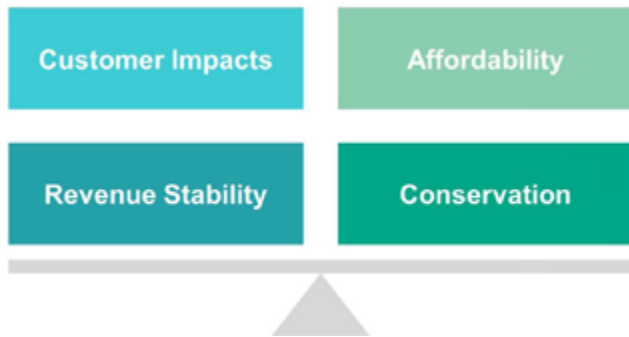
Finding the Right Balance Between Fixed and Volumetric Water Rates

Luke Eastman, Senior Consultant, Raftelis, NEWWA Legislative and Regulatory Affairs Committee
Dave Fox, Senior Manager, Raftelis, NEWWA Financial Management Committee

The COVID-19 pandemic, drought conditions, PFAS contamination, and increased regulations have driven up utility costs while also creating fluctuations in customer water usage and revenue patterns. Amid this uncertainty, it is understandable for utility managers to seek refuge in a stable and predictable revenue stream from fixed charges assessed to customers on each bill. However, large fixed charges can increase affordability concerns for those customers looking to lower their bill by reducing their water usage and can reduce customers' incentive to conserve water ("why should I use less water if my bill stays the same?"). Higher fixed charges also disproportionately impact low-volume customers because they make up a greater portion of those customers' bills.

What is the right balance for your water rates?

American Water Works Association's 2021 national water rate survey showed that fixed charges comprise on average



31% of the water bill for a residential customer that uses 1,000 cubic feet per month (7,480 gallons). Although most utility costs are fixed, many utilities seek to recover a small portion of their revenues from fixed charges in order to mitigate affordability concerns and incentivize conservation.

When affordability and conservation concerns are not top of mind, it is reasonable and cost-justified for utilities to recover not only customer- and meter-related costs within a fixed charge, but also costs associated with a utility's "readiness to serve," which reflects a utility's investment to provide customers with service 24 hours a day, 365 days a year, whether they use water or not. Readiness-to-serve costs are often associated with a utility's debt service as well as fire protection costs. Fire protection costs can be recovered through a separate fixed charge for customers with public or private hydrant and sprinkler systems, and help boost the utility's revenue stability. Together, debt service and fire protection costs provide an easily explainable rationale for recovering more costs from a fixed charge.

Depending on the system and customer makeup of the utility, managers should select the balance of fixed versus volumetric charges that works best for them and their customers. In these uncertain and dynamic times, utilities would be well-served to review their revenue stability from fixed charges as well as whether their rates are balancing customer affordability, water conservation, and other pricing objectives in accordance with the utility's goals. ■

Supplier Diversity 202 – Measuring Supplier Diversity

By Matt Stosse, Connecticut State Director

Last year in December I wrote an article: "Supplier Diversity 101," that focused on the definition and benefits of supplier diversity. This article: "Supplier Diversity 202," is a follow-up that focuses on measuring supplier diversity.

You may already be doing business with a diverse supplier without knowing it. There are many ways to verify if a vendor is a diverse supplier. You can simply ask them or check your state's website for listings of qualified diverse suppliers and cross reference with your internal database. Once identified, the use of your company's Enterprise Resource Planning (ERP) system can be an effective tool to measure and evaluate a supplier diversity program. Basic steps to do so:

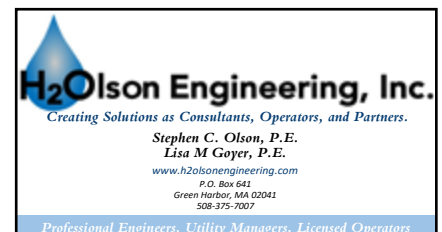
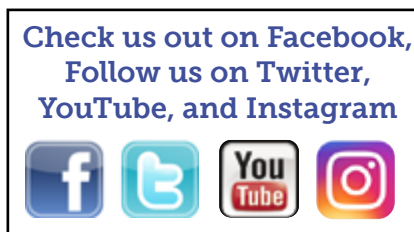
ERP Modifications: Relatively easy changes can be made to your ERP system, by coding as to which diverse category a supplier may be. Women-owned or minority-owned are

two examples. In doing so, a best practice would be to code non-diverse suppliers accordingly. A simple 'Non-Diverse' should suffice.

Addressable/Non-Addressable Spend: Addressable spend is where there is discretion on vendors that an organization does business with. Non-addressable spend would include things like taxes and utilities.

A Diverse Spend Calculation is the percent of spend of diverse suppliers as compared to overall addressable spend, which would include non-diverse suppliers.

Measuring the diverse spend is important as it allows us to understand the current level of spend and supports the further development of diverse-spend goals. Striving for a greater diversity in our supply chain is important as it enables competition and enhances the economic vitality of the communities we serve. ■



Member Spotlight: Brett Johnson

By Mary Quigley



Territory Sales Manager, Clow Valve Company

Rochester, NH

Brett Johnson is a territory sales manager for Clow Valve Company, covering New England, New York City, and Long Island, NY. He has worked for Clow Valve since 2002. Brett became a NEWWA member in 2005 and currently serves as a member of the Sponsor Services Committee and the Innovations

Committee. As a member of the Innovations Committee, he supports the annual Hydrant Hysteria Competition by reviewing and preparing the rules and regulations from AWWA for the local NEWWA competition, participating in demonstrations, assisting teams with questions, and visiting team practice facilities when needed. He also served as a judge during the NEWWA virtual 2020 competition.

Brett earned a bachelor's degree in business administration from the University of Iowa and a MBA from the University of New Hampshire. Brett lives in Rochester, NH, with his family and serves as a member of the Trustees of the Trust Fund and Utilities Advisory Board.

What is the most challenging part of your work today?

The most challenging part of my work is the travel. I spend on average 2-3 nights a week on the road. It's great seeing all the beautiful areas of New England and New York, but it can be hard being away from family during this time. "Face Timing" with my wife and two young daughters helps when I do have to travel!

Why did you get involved with the Innovations Committee and the Sponsor Services Committee?

I just like to be involved, whether it's with NEWWA or with the city of Rochester, where I currently reside. I think I bring

a unique perspective as I was born and raised in Iowa but have now been living in New England for 16 years. It's great to network and collaborate with other dedicated members of the Innovations and Sponsor Services Committee who volunteer our time to make a positive impact with NEWWA and its members.

Do you have a favorite water works community event in New England?

The NEWWA Annual Conferences are my favorite. From the Samoset to the Balsams, Mount Washington, Ocean Edge, and Newport, how can you not enjoy being involved with NEWWA?! My first one was in Quebec City within weeks of moving to New Hampshire in 2003. I was a twenty-something kid and getting to spend a few nights at the Chateau Frontenac for work! After that first conference, I knew I was going to love being involved with NEWWA. While the resorts and locations are nice, the best part of this event is the mix of educational and networking events organized by the wonderful staff and volunteers with NEWWA.

What's the value to you of spending time being active in NEWWA, on top of your busy work schedule?

Networking is the biggest value to me since I'm in the sales and marketing field. Active participation is important to me to help grow the association for future generations of water works professionals. I grew up blocks away from Clow Valve's headquarters in Oskaloosa, Iowa, and still have friends and friends' parents that work for Clow Valve. It's rewarding that I play a small part in providing a good living to Clow employees in my hometown, while living in New Hampshire and being active in NEWWA.

Do you have anything exciting you're looking forward to in 2022?

I have two young girls who are 8 and soon to be 6. We are planning our first trip to Disney in February, so that's very exciting! My wife, kids and I like to hike, so we will continue to hike some of the mountains across New Hampshire. I'm very fortunate that I get to travel across such beautiful country throughout all New England...all for work! ■

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

Water Works Humor By George R. Allan

As we go about our daily work, we come across things that at the time may not seem humorous but looking back later can bring a smile to our face. Over the years, I have kept notes of strange and funny things that I have heard, read, or seen that I think all water professionals can appreciate. If you think about it, you can probably produce similar stories.

Water conservation and lawn watering restrictions always seem to elicit very interesting comments. Here are a few:

- "I'm a preacher and your restrictions don't apply to me because it is a violation of the separation of church and state."
- "If my grass dies, I won't have enough oxygen to breathe."

And then we have the phone calls to customer service representatives...

- A cell phone caller reported a water main break on a remote road in a small rural town. The customer service representative—trying to pin down a location on the road since it was more than 2 miles long—asked the caller what the best way was to get to the break location. Following a long pause, the caller responded: "don't you guys still have those yellow trucks?"
- It was a cold January morning about 6 AM when a water main break forced the water department to close several valves to isolate the break for repairs. At about 8 AM, the secretary at the office received a phone call from an irate customer screaming about how she couldn't do her wash and her husband couldn't take his shower. The secretary tried to calmly explain the situation and how the crew was working as fast as possible to finish the repair so the water could be turned back on. The indignant customer responded: "next time you have a water main break, I hope you will schedule it at a more convenient time and give us at least a day's notice." She then hung up.
- A customer trying to get a final water meter reading so he could sell his house called the water office to schedule a date. When asked, he gave his account number to the customer representative. To verify the address, the customer representative asked the caller if he lived on Eureka Way. The customer became upset and wanted to know why he was "a week away" because he needed the reading to be made by tomorrow.

- When a customer called to complain about dirty water, he was asked if it was hot water only or both hot and cold water. He was told he could check by just running the hot water. He called back to report it was in the hot water. He was told to drain the hot water heater. He insisted that he didn't have one and the water department supplied both the hot and cold water and they needed to solve the problem. A 10 minute conversation with a patient water department employee could not convince him otherwise.
- File this one under...sometimes you can't win. The water department received a call from a woman who asked to speak to the superintendent because she had a complaint. She proceeded to tell the superintendent that his staff was always so helpful and courteous to her. The puzzled superintendent wanted to know why there was a problem. The caller told him he should stop spending so much money on staff training and use that money to reduce the water rates.
- Sometimes just doing your job can cause a scene. A meter reader was sent to read a meter in a pit at a hotel

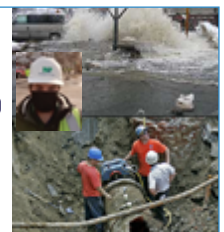
near a busy road. In order to read the meter, he had to lay on his side on the lawn and reach in to clean the meter so he could read it. Apparently, a passing motorist noticed the prone man and thought something was wrong. A police cruiser and an ambulance were soon on the scene.

The surprised meter reader explained he did not have a medical emergency but was just doing his job.

And then there is social media, which we all know is a reservoir of truth and knowledge.

- A man posted on the town's community Facebook page asking if anyone else in the Chestnut Street area lost their hot water. One poster said that the town's water tower that supplies the hot water must be out of service. Another poster said he heard that the 8-inch hot water pipe on Chestnut Street burst last night. After many additional snarky comments, someone saved the man further embarrassment with a real explanation.

Cartoonists seem to always find humor in water. See the example above. ■





I recently attended the AWWA Board and Council Summit in Denver, Colorado, held October 26 and 27. While this gathering has traditionally been a council event for all six of AWWA's governing councils, this year a Board of Directors meeting was added. This was done with recognition that the board had not met in person since January of 2020. The reunion was well received and a refreshing departure from the Zoom format, staring into a laptop at small, boxed

images of our colleagues.

The board meeting included the traditional recap of ongoing association activities, membership statistics, and financial results. In general, AWWA remains financially strong and activity is on the increase. While the trend is toward a return to normalcy, our association is working to accomplish our mission with alternative presentation platforms. Throughout this year, AWWA has continued providing educational and networking content virtually, reaching more than 24,000 total "attendees." One recent highlight was AWWA's first "OpShow" virtual event, bringing Opflow to life over 2 days and providing attendees practical ideas for water and wastewater system operations. The event covered topics ranging from utility case studies to technology solutions and offered participants an opportunity to virtually engage, share best practices, and discover practical solutions for continuous improvement.

Upcoming in-person events include the WEF/AWWA Utility Management Conference, February 21-24 in Orlando, and ACE-22, June 12-15 in San Antonio. Details are available at awwa.org.

AWWA set a goal to achieve 50,000 members by the end of 2021. As of the end of October, membership was at 48,649. Strategies are in place to continue recovery of memberships and attain the goal to reach 50,000. From a financial viewpoint, total revenue is projected to exceed budget by approximately \$600,000. The projections for net income are very encouraging as opposed to the initial budget. The results remain as a loss for the year, but significantly less than originally forecast. That is due in part to a successful plan for member engagement, together with careful cost controls. The impact of cancellations of the 2020 and 2021 ACE conferences have had a major impact on the finances but the good news is that the trend is strong. AWWA is projecting a return to profitability by 2023.

I want to highlight an increasingly critical theme within the water utility sector, that of cyber security. The keynote ad-

dress at the recent AWWA board meeting was presented by Dr. Paul Stockton, a prominent expert in cyber security with extensive experience in the electric utility sector. In addition to many other key strategic cyber security roles, Dr. Stockton also served as Assistant Secretary of Defense for Homeland Defense and America's Security Affairs from 2009 to 2013. AWWA recently commissioned Dr. Stockton to prepare a comprehensive document addressing cyber security risk and solutions for the water sector. The result is his report issued August 27, 2021: *Strengthening the Cyber Resilience of America's Water Systems: Industry-Led Regulatory Options*, for AWWA.

Dr. Stockton's report focuses on the importance of establishing water utility cyber security standards for water utilities, similar to those which already exist for the electric energy sector. The risk to America's water utilities is very real and an organized, strategic response is required. Dr. Stockton emphasizes that it is critical for AWWA to take a proactive approach in shaping the standards to be implemented and enforced. He recommends establishing a "Water Sector Risk and Resiliency Organization" with standards to be developed by AWWA and other stakeholders but regulated by the U.S. EPA. Most importantly, he stresses to act now and not wait for a multi-utility catastrophic failure resulting in federal agencies taking steps to impose new and unmanageable regulations.

From Dr. Stockton: *"Given the vital role of water service for public health and safety, the economy, and national security, the intensifying domestic and foreign cyber threats mean that the time has come to establish a stronger regulatory framework to support water sector cyber resilience."*

As stated by Pat Kerr, AWWA's Water Utility Council Chair: *"AWWA recognizes that actions necessary to mitigate cyber risks to drinking water and wastewater systems require a collaborative partnership between owner/operators and federal, state and local partners."*

Clearly this is an issue for all water utilities to prioritize now. It will be critical to take a heightened approach to assessing vulnerability to cyber security and malware attacks, then take steps to harden utility operating systems. AWWA is actively developing resources and guidance on this topic, with a substantial library of content available now. If you have not done so yet, take the first step with review of AWWA's manual, "Water Sector Cybersecurity Risk Management Guidance" at www.awwa.org/risk-resilience/cybersecurity-guidance.

I will be sure to keep everyone updated on this and all AWWA activities.

New Members — October, November, and December — Welcome!

Gordon Avery

Elisabeth Christ

Ethan Hontz

Daniel Peters

Covanta SEMASS

Timothy Burgess

Kerry Fadgen

Jayne Knott

Celia Riechel

Righter Group/

Cole Capobianco

Liam Flaherty

David Lemay

Antonia Von

Tnemec

Jason Carrien

Scott Henderson

Derek Mitkus

Gottberg

Town of Franklin

NEWWA and MWUA Scholarships

Student, Operator & Diversity Scholarship, Plus MWUSF Application

Headed to College? Looking to Become Certified or Start Your Career in Water? Apply for a Scholarship!

NEWWA awards approximately \$20,000 annually to worthy applicants pursuing their academic degrees, drinking water licenses, and continuing education. The NEWWA Scholarship Committee expects to award the following scholarships annually:

Student Scholarships

Application deadline: April 1, 2022

George E. Watters Memorial Scholarship – up to \$5,000 to a student enrolled in a civil engineering program at a 4-year college or university.

Francis X. Crowley Scholarship – \$3,000 to a student enrolled in civil or environmental engineering program, or a business management program at a 4-year college or university.

Elson T. Killam Memorial Scholarship – \$1,500 to a student enrolled in a civil or environmental engineering program at a 4-year college or university.

Joseph Murphy Scholarship – \$1,500 to a student enrolled in a civil or environmental engineering program, or a related science or business program applicable to public water supply at an accredited college.

Michael Garofano Memorial Scholarship – \$1,500 to a student enrolled in a civil or environmental engineering program, or a water operations or related science program.

NEWWA Scholarships – Additional scholarships may be awarded to students, regardless of their field of study, with preference given to those candidates whose programs of study are related to the water works industry.

Students who are attending or have been accepted into appropriate college/university programs at the undergraduate or graduate level are eligible to apply. Applicants must be NEWWA members and must reside in New England or attend a college/university in New England to qualify.

Not a member? Apply for NEWWA/AWWA Student membership for \$20 at [newwa.org](https://www.newwa.org/MembershipResources/AwardsScholarships.aspx#96216-newwa-scholarships). Note that to be assigned to the New England Section (NEWWA) you must use a mailing address in Massachusetts, Maine, New Hampshire, Rhode Island, or Vermont. Individuals with a primary address in Connecticut should contact Mary Quigley at mquigley@newwa.org for details before beginning an application.

You may apply for scholarships at: <https://www.newwa.org/MembershipResources/AwardsScholarships.aspx#96216-newwa-scholarships>

Operator Scholarships

Application deadline: March 1 and Sept. 1, 2022

The NEWWA Scholarship Committee also expects to award the following scholarships on an annual basis to operators:

Kenneth Knowlton Operators Memorial Education Scholarship – Awarded to operators for training at the NEWWA facility or other institutions when budgetary constraints eliminate the opportunity for some of our peers to attend training for certification, advancement, or professional development. A Knowlton Operator's Scholarship applicant must be an individual member of NEWWA and/or their utility employer must be a member for at least two years to be eligible for consideration. Additionally, applicants must be actively employed in the field of water works.

AWWA One Operator Scholarship – Awarded to assist operators with certification/licensure, two-year community college water programs, professional training programs, books and manuals, etc. In addition, the recipient receives a complimentary year-long operator membership with AWWA.

Application periods will be from January to March (closing March 1 with the awards being made by April 1) and July to September (closing on September 1 with award being made by September 30).

You may apply for these scholarships here: <https://www.newwa.org/MembershipResources/AwardsScholarships.aspx#96216-newwa-scholarships>

NEW: NEWWA Diversity & Inclusion Scholarship

Application deadline: April 1, 2022

The New England Water Works Association's mission is to promote public health, safety, quality of life, and environmental stewardship through education/training, advocacy, and outreach relating to safe drinking water. To help accomplish its mission, NEWWA must work to attract people with various backgrounds, life experiences, and perspectives.

NEWWA has created a Diversity & Inclusion Scholarship to help provide access to underrepresented individuals who wish to pursue a career in water works and join the community. The Scholarship Committee encourages individuals who are interested in a career in the water profession to apply. Environmental Partners Group Inc. (Environmental Partners) is pleased to sponsor a diversity and inclusion scholarship with NEWWA.

The committee may award up to \$2,000 annually to one or more deserving applicants, which includes a 1-year complimentary membership to NEWWA for each award recipient.

An applicant must belong to one of the following categories:

- A student with interest in the water works profession seeking any undergraduate or graduate degree. (continued on p. 9)



NEWWA and MWUA Scholarships (continued)

- An individual seeking to enter the water works profession.

Current NEWWA members are ineligible for this scholarship and are encouraged to apply for other NEWWA scholarships available.

You may apply for this scholarship here: <https://watergal.wufoo.com/forms/newwa-diversity-inclusion-scholarship/>

Maine Water Utilities Scholarship Fund Scholarships

Application deadline: April 1, 2022

The [Maine Water Utilities Scholarship Fund](#) (MWUSF), a 501(c)(3) nonprofit corporation, was developed to encourage and promote the pursuit of careers in Maine's water and wastewater profession through the administration of a scholarship program. MWUSF offers several \$1,000 scholarships each year. The scholarships include the following:

Judy Wallingford Scholarship: sponsored by the Maine Water Company in recognition of Judy Wallingford's distinguished career of service to Maine water customers and communities. This scholarship is for a female student enrolled in a secondary education program related to the water works profession

Madeline A. Storer and Peter A. Lancaster Scholarships:

sponsored by the Maine Water Utilities Association and its supporting members, these scholarships commemorate the life and work of two notable water utility professionals. Students who are enrolled in a secondary educational institution with an interest in pursuing a career in the water or wastewater field are eligible.

You may apply for this scholarship here: <https://watergal.wufoo.com/forms/2021-maine-water-utilities-scholarship/>

NEWWA reserves the right to not award any or all scholarships for any year in which outstanding candidates are not identified. View the rules governing the NEWWA Scholarship Committee at newwa.org.

In addition to applying for a scholarship, you may make a donation to any of the specific scholarships, or to the general NEWWA fund. Your contribution will ensure these scholarships always have the means to continue providing much-needed funds to worthy college students entering the water works profession. Download a scholarship pledge form at newwa.org, or contact NEWWA at 508-893-7979 with any inquiries.

For further information on the scholarship program, please contact Darin LaFalam, NEWWA Scholarship Committee Chair, at lafalamd@lincolntown.org. ■

Distribution System Winter Preparations

by Mark Johnson, P.E., NEWWA Distribution and Storage Committee

What will this winter bring? Will it be cold and snowy? Will it be cold with no snow? Either condition can wreak havoc with a water distribution system. Severe snowstorms, such as a typical New England Nor'easter can bring several feet of drifting snow and power outages. We saw this past October what a nor'easter can do without the addition of snow, causing extended power outages. A cold winter with no snow can create nightmares as the frost settles deep into the ground, and shallow water services start to freeze. Years ago, there was a popular coffee and donut commercial showing three snowplow drivers competing for a single snowflake. Now cities, towns, and state DOTs are all advertising for contract snowplow drivers – who are in short supply.

What can you do to be ready for the winter and to provide the best response if needed to maintain the operation of your distribution system? The current issues with the supply chain can create challenges related to acquiring spare parts and specialty items. We remain in the midst of the pandemic, requiring constant vigilance for staff health and safety, above and beyond our normal practices. Here are some suggestions for consideration:

- Hold Toolbox talks related to general winter safety (clothing, hydration, footwear), as well as equipment protocols and roadway safety. Driving habits of the general public have changed.
- Snowplowing and removal refresher training for your staff. Highlight critical water distribution access and assets.
- Check gate boxes at critical valve



locations. Some systems have experienced gate boxes with dirt and debris within that freeze during the winter – causing them to essentially be inaccessible.

- Review records to confirm areas that had been prone to freezing in past years – such as shallow water services.
- Maintain, fuel, and exercise your emergency generators, including

automatic transfer switches. Confirm your place on the fuel providers delivery schedule, especially related to storm and emergency conditions.

- Plan for extended power outages – possibly as long as 5 to 7 days.
- If your system contains unique materials (i.e., 14-inch water main and appurtenances), confirm your spare parts inventory, check with material suppliers, and know which of the surrounding systems may also have similar sized spare parts.
- Make sure any water main construction contracts that have required bypass piping and temporary services have been completed for the winter, or that freeze mitigation measures are in place.



We all know that New England winters can provide a wide range of weather events. It is also easy to be lulled into a false sense of security. Several years ago, we had a reasonably inactive weather pattern to begin the winter. Then February and March hit – and we were in the middle of “snowmageddon!” Let's plan for the worst and hope for the best! ■

A Letter Regarding the AWWA/NEWWA Relationship

Dear NEWWA Membership:

The New England Water Works Association's (NEWWA) Board of Directors wants to inform you of an ongoing discussion regarding the relationship between NEWWA and the American Water Works Association (AWWA). The conversation's main focus is the affiliation agreement between the two entities and whether NEWWA is currently operating in compliance. The following provides a history of the organizations' relationship as well as background information on the current discussion.

History

In 1882 a contingent of water superintendents from across the region came together seeking information exchange, and the New England Water Works Association (NEWWA) was born. In 1981, NEWWA formally incorporated in the commonwealth of Massachusetts to create the New England Water Works Association, Inc.

Separately from NEWWA, Inc., in 1946, the New England Section of the American Water Works Association (AWWA) was formed, operating independently from NEWWA, Inc. until 1987 when the two organizations decided to affiliate to serve the entire New England region with one voice.

Since then, we have enjoyed a mutually beneficial relationship to help advance our similar missions and serve the drinking water profession, while continuing to offer two membership types:

- Membership in just NEWWA, Inc., to receive regional benefits only.
- Membership in AWWA, with New England as your declared section, to receive both NEWWA and AWWA benefits.

It should be noted that per the NEWWA, Inc. Constitution, all AWWA (New England Section) members are also automatically included as members of NEWWA, Inc.

Most recently, in 2010 NEWWA and AWWA made this relationship official via signing a formal affiliation agreement, which is similar to a memorandum of understanding and does not constitute an actual, legal merger.

Current Discussion

In 2018, 30 years into NEWWA's initial affiliation (1987) with AWWA, AWWA informed NEWWA that it believes NEWWA may be operating in violation of the 2010 affiliation agreement due to NEWWA still accepting and honoring NEWWA, Inc.-only memberships (which provide regional benefits only).

Simply stated, AWWA contends that only New England Section, AWWA memberships can be offered and that NEWWA, Inc.-only memberships are not allowed.

After a comprehensive review and evaluation of historical documents, including NEWWA's Constitution, both sets of Bylaws, as well as consultations with legal counsel, NEWWA stands firm that it is not in violation of the affiliation agreement with AWWA and, as an independent organization, can continue to offer both regional, NEWWA, Inc.-only memberships in addition to promoting New England-section membership under the AWWA affiliation.

NEWWA and AWWA, over the past several years, have attempted to negotiate a resolution to AWWA's perceived issue, without an agreeable resolution. Most recently, AWWA formed an ad-hoc committee of board members, which has been charged to investigate the matter and provide their opinion if NEWWA is out of compliance with the affiliation agreement. If the committee concludes NEWWA is out of compliance, and the full AWWA board concurs, AWWA could initiate disciplinary actions against NEWWA. These actions, in order of severity, include a formal reprimand, followed by financial sanctions, and finally AWWA potentially dissolving its relationship with NEWWA.

While we have enjoyed our relationship with AWWA over the past 34 years, NEWWA is committed to maintaining our 140-year history of independence and continuing to serve the needs of our regional members.

We are confident we can move forward with AWWA, come to a mutually beneficial solution, and continue to work together and serve the water works profession. On December 13, 2021, NEWWA met with the AWWA Ad-hoc Committee where we were given the opportunity to present NEWWA's perspective on the affiliation. Our presentation also included a comprehensive review of NEWWA's history and current operations, including our Constitution and both sets of Bylaws. In addition, Chris Hodgson, AWWA Director and NEWWA's liaison to the AWWA Board of Directors, and Kirsten King, NEWWA Executive Director, will be attending the AWWA Winter Board Meeting in January 2022 to continue to monitor the process.

We are reaching out to our members now to inform you of this matter and moving forward will continue to update you on the progress of talks with AWWA.

You may direct any questions regarding this issue to Kirsten King at 508-893-7979 or kking@newwa.org.

Thank you for your continued support.

NEWWA's Board of Directors:

Erica Lotz, P.E., ENV SP, NEWWA President
Kirsten King, Executive Director
Christopher Hodgson, AWWA Director
Lisa Gove, P.E., Immediate Past President
James DeCelles, P.E., President-Elect
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SHARE THE SPOTLIGHT



WE SHINE BRIGHTER WITH MORE MEMBERS! RECRUIT NEW MEMBERS FOR 2022.

Set the stage for other water professionals to shine bright in the New England Water Works Association by participating in the 2022 Membership Drive.

TAKE THESE THREE EASY STEPS:

- ① Recruit a new member to AWWA and/or NEWWA or join as a new member. Apply online at awwa.org, newwa.org, or submit a paper application to NEWWA Inc.
 - ② Recruiters, list yourself as the "Endorser" on the new member application.
 - ③ Attend the New Member Breakfast in December 2022. Celebrate with us as we draw the winning names live at the December Membership Meeting.
- 📄 As a recruiter you receive two raffle tickets for every new member you endorse, and each new member receives one ticket.
 - 📄 All prize winners will be selected by raffle drawing at the 2022 NEWWA December Meeting. You must be present to win.

Sign up three new members and you'll be entered to win the Grand Recruiter prize: **Yeti Hopper M30 Cooler**

(sponsored by NEWWA and EJ Prescott)



Additional membership drive prizes include:

- 2 Bruins Tickets (donated by Weston and Sampson)
- 2 Red Sox Tickets (donated by US Pipe)
- \$200 gift card (donated by Tighe and Bond)
- \$100 gift card (donated by Connecticut Water Company)



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Update on Backflow Prevention Device Inspector/Tester Certifications

Effective December 1, 2021, All Backflow Prevention Device Inspector/Tester Certifications that expire in 2020 and 2021 are extended to March 31, 2022.

This is the last extension that will be granted.

NEWWA's Board of Certification of Backflow Prevention and Cross Connection Control held a meeting in December 2021 to discuss the status of certifications that were affected during the Coronavirus pandemic.

Previously, the board had voted to grant NEWWA certifications that were expiring in 2020 and 2021 extensions through December 31, 2021.

Given the difficulty in securing locations for courses, combined with the large number of outstanding certification renewals, NEWWA's board voted, effectively immediately, that:

All certifications that were granted extensions through December 31, 2021 (for those originally expiring in calendar years 2020 and 2021) are now extended through March 31, 2022. ***Note this is the final extension that will be granted.***

Students now have two options to renew:

1. Take a 3-hour, ONLINE course that will have an online exam in order to renew their certification. ***Note this certification will only be good for 2 years.*** For the next recertification cycle, students will return to the previously required recertification requirement of a course combined with practical exam.
2. Take the standard in-person recertification course, which includes the practical exam, which will grant a 3-year certification.

NEWWA will be scheduling these online and in-person courses in the near future and send correspondence when they become available. You may also view NEWWA's upcoming courses at newwa.org.

Note that this **ONLY** is applicable to NEWWA certifications, and not state-specific requirements as waged by New York, Massachusetts, and Connecticut. It will be up to the discretion of those states to determine if they will waive any requirements relating to their own certifications.

We thank you for your continued patience. ■



Exciting News! GMWEA and NEWWA Announce Partnership

The Green Mountain Water Environment Association (GMWEA) is excited to announce that it has entered into an association management agreement with the New England Water Works Association (NEWWA).

What This Means:

Beginning January 1, 2022, NEWWA will become the administrative manager for all of GMWEA's business needs. NEWWA staff members Kirsten King, Katelyn Todesco, and Mary Quigley will assist GMWEA's board in ensuring the smooth operations of all GMWEA's events, programs, and membership.

GMWEA will retain its own identity, board, bylaws, branding, programs, and full independence as part of this agreement.

What To Watch For:

Changes to contacts for GMWEA. New administrative contacts will be as follows:

Kirsten King, Executive Director – kirsten.king@gmwea.org, ext. 243

Katelyn Todesco, Events and Marketing Manager – todesco@gmwea.org, ext. 232

Mary Quigley, Member and Volunteer Coordinator – [mary.quigley@gmwea.org](mailto:quigley@gmwea.org), ext. 224

GMWEA will utilize NEWWA's office phone for inquiries at (508) 893-7979. Extensions for staff are listed above.

GMWEA's new mailing address will be:

GMWEA
c/o NEWWA
125 Hopping Brook Road
Holliston, MA 01746

Both GMWEA and NEWWA are excited to begin this endeavor. Watch the GMWEA website at gmwea.org for all of the above updates and details on the Spring Meeting at Killington...coming soon!

We would also like to give special thanks to both Daniel Hecht and Lisa Goodell for their years of service to GMWEA. ■



New England
Water Works Association

A Section of the American Water Works Association

125 Hopping Brook Road, Holliston, MA 01746-1471



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