



OPERATOR

NEWS FOR WATER AND WASTEWATER PROFESSIONALS

Winter 2021-2022, Edition 4

Supporting Water and Wastewater Systems in New Hampshire

Inside this issue:

- Board Director's Message **2**
- From the Executive Director **3**
- Your Letters **4**
- Renewing Members List **8**
- Training Classes **12**
- Puzzle Corner **14**



Warner Village Water Precinct

Warner Village Water Precinct: Ending Infiltration and Saving Money

Groundwater seeping into sewer pipes through cracks, joints or deteriorated manholes can create a burden on wastewater treatment facilities. This infiltration problem is happening to the Warner Village Water District and they, with help from GSRWA, are tackling it as a part of their larger sustainability program.

Warner Village Water District, NH is located roughly 20 miles from Concord NH and serves its residents through approximately 300 connections. The precinct

encompasses the area within approximately a one-mile radius of the village center and operates both the water and sewer systems.

Both the Board of Commissioners and the system superintendent, Chuck Come are growing in their understanding of addressing individual repair jobs through a system sustainability lens. Instead of just jumping in to get the job done, Chuck worked with GSRWA wastewater specialist Vinnie Melendez to create a plan of action. The result is an

approach that addresses the direct problem, the financial impact, and future work.

The problem at hand is to stop the infiltration issue caused by deteriorating manholes. The system presently utilizes oxidation ditches as its wastewater treatment process. Because of the system's size, what might appear to be a relatively small amount of additional flow is being recognized as a significant contributor to the hydraulic issues experienced at the facility.

(Continued on page 5)

Our Mission

Supporting public water and wastewater systems by providing training, onsite technical assistance, and legislative representation.

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Canaan Water Department

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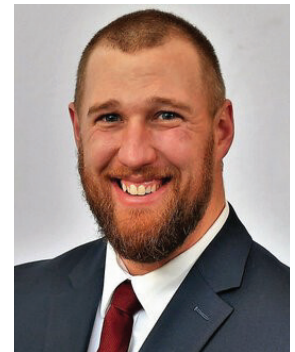
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Board Director's Message

Dear Members,

It was great to “see” and catch up with everyone at Field Day in September! In my conversations with many of you throughout the day, it was definitely refreshing to know that while challenges continue to evolve, most of you have rolled with the punches and have not skipped a beat! A true testament to the dedication and commitment that you provide to your systems every minute of every day as water hero's!



As we transition to 2022 let's remember what we have learned from our challenges, how we adapted, and look ahead to the opportunities before us. By now you are probably fully aware of the funding opportunities that are available through the NHDES Revolving Loan Fund programs, Water Sustainability Grant Program, and the American Rescue Plan Act (ARPA) signed into law March 11, 2021.

If you are not, I would urge you to hop on the NHDES Infrastructure Funding website to find more information and apply!: <https://www4.des.state.nh.us/infrastructure-funding/>

These programs intend to assist Community Water and Wastewater Systems provide improvements in technical, managerial, and financial operations, also known as Capacity Development. Having participated in NH's Capacity Development stakeholders meeting back in December, I know that we, as a State, are committed to building capacity.

Thank you for all that you do to provide water and wastewater services to the communities of New Hampshire. Wishing you all the best in the new year ahead!

Sincerely,
Jason Randall,
Board Secretary & Treasurer

From the Executive Director



Dear Member,

Many people say 2021 has been the year for creating a new normal. We wore our masks, we met outside, we got our shots, and we stood apart. Now, we can shift plans when plans get canceled and find supplies when the supply chain breaks. Overall, we've pretty much got this working in a pandemic thing figured out.

In terms of our training program, by the time 2021 rolled around our staff were experts in navigating the world of Zoom. By providing a mix of both virtual and in-person classes, a record 843 attendees received training certificates with credit hours toward re-licensing. On page 12 you will see our Sneak Peek at next year's lineup. We hope to add several more virtual classes and a couple more in-person classes as well.

In our office, we start 2022 with a big thank you to all our members who helped us shift to the Everyone-Renews-In-January model. By getting all our systems and companies to the same renewal month, we will be able to focus our resources more toward direct assistance. We very much appreciate your support in our streamlining efforts. To celebrate this accomplishment this issue's centerfold lists all our current members.

As we close the door on one year and open the door on the next, consider a shift in perspective. There is a fair chance that whatever is the New Normal now will not be the New Normal in twelve months. That's o.k. Heck, we worked through the past two years, we can work through anything. I'm thinking maybe instead of always shifting to a New Normal we just need to focus on Normal-for-Now.

With hope for the future,
Heidi Lauricella
Executive Director

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Your Letters!



Town of Stewartstown NH

November 11, 2021

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

Please send your letters to:
GSRWA

To whom it may Concern:

On behalf of the Stewartstown NH, I would like to take this opportunity to thank your organization for being a valuable resource for all of its member municipalities. The seminars and programs you offer throughout the state of New Hampshire are very important to sewer and water operators. The programs are informative and offer much needed continuing education units and technical credit hours that are required by law for all licensed operators. The addition of zoom has been great for us North Country Operators that had to travel 3 hours two way for a day of training. It truly Makes our jobs so much easier.

Without GSRWA's help on a variety of issues, both administrative and operational, many municipalities would lose an invaluable resource for education and training. Since there is minimal involved for the courses you offer, it is a tremendous savings for all members of the association.

The Granite State Rural Water Association is a valuable tool for all of its members and creates an excellent opportunity for networking among one another. Without your help and expertise many municipalities would suffer a great loss. Once again, the Town of Stewartstown wishes to thank you for your availability.

Best Regards,

April Busfield
Town of Canaan VT and Stewartstown NH Water and Wastewater Chief Operator

Ending Infiltration *(continued)*

(continued from page 1)
 Stopping the infiltration means replacing or rehabilitating more than 40 manholes. The good news is that a big chunk of the work is now done.

In an effort to save the Village District a substantial amount of money, it was decided that the manhole replacement project should and could be done in-house. After presenting the costs and benefits to the board of commissioners, Chuck got the signal to move ahead.



Doing the job in-house meant Warner Village needed to make some upfront purchases. The biggest was for the “Mr. Manhole” cutting tool. Investing in this apparatus means being able to plan a project that is not disruptive to traffic and it will be available for future use. Purchasing the Mr. Manhole, the replacement rings, cement and axillary pieces and parts was a fairly large endeavor. Chuck took on the challenge of mastering the skills to operate the machinery and pulled together the manpower to complete the job.

Superintendent Chuck, with Vinnie’s industry connections, was able to get some work donated and purchased much of the material needed to get the first twenty plus manhole structures complete. Chuck jumped at the chance to replace a dozen manholes on Main Street when it was learned that the NH DOT were initiating their own paving project. After that, the worst cases were identified and tackled. Replacement got underway in 2020 and by August of 2021 the work was completed and just waiting for final paving. As part of the ongoing capital improvement plan, the final twenty manholes are slated for completion by the end of 2023. Warner Village saw an immediate reduction in flow numbers. Financial savings are sure to follow soon.

(Continued on page 13)

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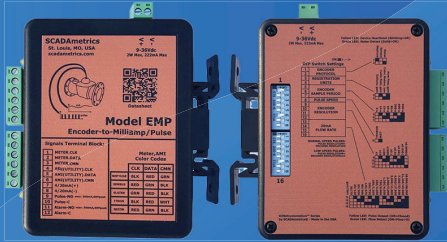
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The LCRR is here, more improvements are coming!

New Hampshire Gets the Lead Out Series Article 3

By J. Mates and C. Klevens
NHDES Drinking Water and Groundwater Bureau

The federal Lead and Copper Rule Revisions (LCRR) were adopted December 16, 2021, as planned, with the first compliance deadlines set for **October 16, 2024**. EPA's full announcement details are on their website (see web address below). The highlights include:

- Nationwide lead service line (LSL) inventories and full-service line replacement plans must proceed as they are critical and necessary actions to reduce lead exposure from drinking water, especially for underserved and disadvantaged communities;
- Funding assistance and other non-regulatory, technical assistance actions are and will be pursued to more equitably achieve the goal of 100% LSL replacements;
- Partial LSL replacements will be more clearly and strongly discouraged by providing guidance, tools and training to achieve efficient full LSL replacements and ensure the equitable distribution of funding; and,
- EPA will evaluate and propose final requirements to other components of the LCRR via a new rule entitled "LCR Improvements (LCRI)", to be released by October 2023, prior to the first compliance dates of the LCRR.

(Continued on Next Page)



LCRR (continued)

(continued from previous page)

Key elements for review and reconsideration under the LCRI include the need and benefit for a Lead Trigger Level (currently 10 ppb) separate from the historical Action Level (15 ppb), since neither of these are health-based values. As we know, the MCL goal for lead is zero, so an alternate option is to develop a health-based MCL. Other focus items will be to strengthen tap sampling requirements to better identify locations with elevated lead whether from the service line or interior plumbing, and coordinating across federal agencies to remediate lead in schools and childcare facilities, especially for communities at risk for multiple forms of lead exposure.

Funding assistance is available NOW! The first round of applications have already been submitted for the January 7th deadline. These include 100% grants for Asset Management (up to \$100k) and for Strategic Planning (up to \$50k). If you are a community water system serving a population of 150 or more, you could be eligible. NHDES fully intends to do more solicitations later on in the year for some of these grants. Details can be found on the NHDES website (see web address below).

Contact for info. on the grant programs

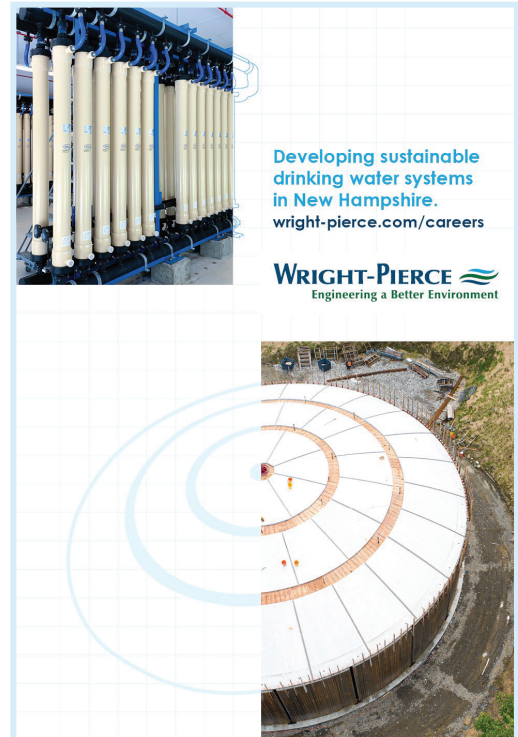
Kathryn.C.Moran@des.nh.gov or
Luis.S.Adorno@des.nh.gov.

EPA Announcement

<https://www.epa.gov/ground-water-and-drinking-water/review-national-primary-drinking-water-regulation-lead-and-copper>

NHDES Grants

<https://www.des.nh.gov/business-and-community/loans-and-grants/drinking-water>



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Barrington Oaks Cooperative,
Bath Village Water
Bellemore Catch Basin Maintenance
Belmont Water & Sewer Depart.
Berlin Water Works
Birch Bend Condo Association
Birdsall (Birdsall Inspections LLC)
Bristol Water & Sewer
Camp Sunapee
Campton Village Water Precinct
Canaan Water Department
Cardigan Mountain School
Carroll County Complex
Carroll Water Works
Catamount Hill Cooperative
Central Hooksett Water Precinct
Charlestown Water Works
Cheshire County Complex
Chesley's MHP
Chocorua Meadows Association
City of Claremont Water System
City of Dover Community Services
Department
City of Franklin
City of Somersworth
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Clow Valve Company
Cogswell Springs Water Works
Colebrook Water Works
Concord Water Works
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Dufresne Group
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Eastern Analytical, Inc
Elm Brook Village Cooperative
Endyne, Inc.
EOS Research, Ltd
Epping Water & Sewer
Epping Well & Pump Company
Evans (Mom & Pop Property Maintenance LLC)
Evergreen Terrace
Exeter Water & Sewer
Fairhaven Mobile Home Park
Farmington Water & Wastewater
Ferguson Waterworks
Fisherville Water Systems
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Hedgehog Community Coop
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Highland Colony Homeowners
Hillsborough Water & Sewer
Hilltop Cooperative, Inc.
Hinsdale Water & Sewer
Hinsdale WWTP
Hooksett Village Water Precinct
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Horizons Engineering
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Jackson Water Precinct
Jennifer Palmiotto
Keene Public Works
King Gage Engineering
Kuncanowet Hills MHP
Laconia WW Collection System
Laconia Water Works
Ladd Hill Cooperative
Lake Breeze MHP
Lake Shore Park Association
Lakes Region Housing Cooperative
Lakes Region Water Company
Lancaster Water & Wastewater
Lanes End Inc/ Front Well System
Lebanon Wastewater Plant
Lebanon Water Department
Lee Oak Co-op
Lincoln Water Works

You Are GSRWA! - Thank You for Your Membership.

Littleton Water & Light	Parkland Estate Coop	Sunapee Water & Sewer Dept
Long Island Bridge Campground	Patrician Shores Assoc.	Sunray Shores Water District
Longwood MHP dba Spedwik LLC	Pembroke Sewer Department	Surry Village Water Company
Lost Nation-Northumberland	Pembroke Water Works	Susmann (Pump Man)
Lower Bartlett Water Precinct	Pennichuck Water Service Corp.	Swanzy Sewer Department
Marlborough Estates Homeowners	Peter Hellfach	Tamworth Pines Cooperative
Mass Tank Inspection Services, Inc.	Peterborough Water Works	Ted Berry Co., A Vortex Company
McConkey (Ossipee Mountain Estates Co-op)	Pickpocket Woods Well Assoc.	The Ford Meter Box Company
Meriden Village Water District	Piermont Wastewater Treatment	Tilton Northfield Aqueduct Co
Merrimack Village District	Pineland Park	Ti-SALES
Merrymeeting River MHP	Pinnacle Water Resources	Town of Enfield
Milford Water Utilities	Pleasant Lake MHP/Upper	Troy Water/Sewer Department
Milton Water District	Plymouth Village Water & Sewer	Underwood Engineers, Inc.
Mongoose Power Solutions, LLC	Portsmouth Water Works	USABlueBook
Monroe Water Department	Pound Road Waterworks, Inc.	Utilitronics/BMS
Mueller Systems	Powers Guaranteed Services	Valley View Condo Association
Nashua Wastewater	Presidential Pines Co-op	View Point Cooperative, Inc.
Neptune Technology Group	Rambling Woods MHP Co-op	Village District of Bethlehem
New England Backflow	Raymond Water Department	Village District of Eastman
NH Community Loan Fund	Rochester Water Department	Village District of Eidelweiss
NH Fish and Game Dept	Rockhouse Mountain Property	Wagon Wheel Tenants Co-op Inc
New Hampton Village Precinct	Rockingham County Complex	Walpole Water & Sewer Dept.
New London Public Works Dept.	Rodgers Development Company	Warner Village Water District
New London-Springfield Water	Rolling Ridge Water Association	Waterville Estates Village District
Newfields Village Water & Sewer	Rollinsford Water Sewer District	Waterville Valley Water District
Newmarket	Sanbornville Water Department	West Stewartstown Water Precinct
Newport Water & Sewer	Seabrook Wastewater Treatment	West Swanzy Water Company
NH Water Works Association	Seabrook Water Department	West Wind Estates II
North Conway Water Precinct	Secondwind Water Systems Inc.	Weston & Sampson
North Country Village Coop, Inc.	Singing Hills Christian Fellowship	Whip-O-Will Hill Village Coop, Inc.
North Haverhill Water & Light	Slope N Shore Club, Inc.	White Water Inc.
North Ledge Well Association	Soda Brook Cooperative	Whitefield Water Works
North Pines Homeowners Assoc.	Spaulding Academy & Family Services	Widdison (US Water Consultants)
North Swanzy Water & Fire	Spruce Valley Mobile Home Park	Wilton Water Works
North Walpole Village District	Steve Brock	Winchester Water and Wastewater
Northfield Mount Hermon School	Stiles Co., Inc.	Windy Hill Coop North & South
Olde Towne Homeowners Coop	Stony Brook Cooperative	Wolfeboro Water & Sewer Utilities
Orford Village District	Stratford Water System	Woodstock Water & Wastewater
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Oxbow Campground	Sullivan	Wright-Pierce

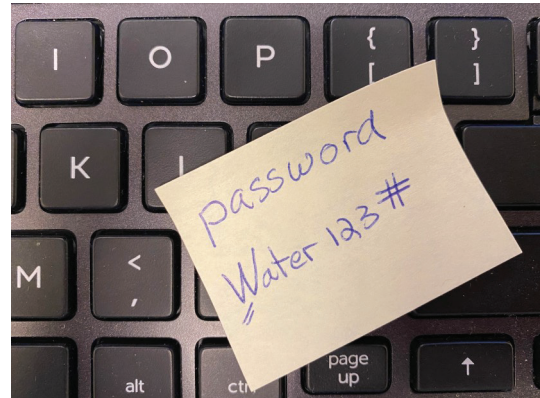
* Listed are current (paid in full) members as 12-15-21.

Increasing Cyber Security by Reducing Accessibility

Water and wastewater systems of all sizes may be targeted by cyber actors or even former employees who are seeking money or to simply disrupt or destroy critical water and wastewater infrastructure.

Per America's Water Infrastructure Act (AWIA Section 2013), water systems serving populations of 3,300 or more are required to address cyber security in their Emergency Response Plans. While smaller systems (>3,300) are not currently required to address cyber security, responsible water/wastewater system management demands this. Systems are vulnerable on multiple levels:

- Former employees with unrevoked credentials (codes, passwords, or keys)
- Remote access of distribution, conveyance, or treatment processes
- Theft of customer information via online billing systems
- Compromised emailing systems
- Compromised website, or defacement of the utility's website
- Loss of control systems, such as SCADA
- Disabled alarm systems leading to physical entry
- Ransomware
- Malware
- Phishing Campaigns



Some small systems may read the aforementioned threats and think they do not have a sophisticated enough system to be targeted. For instance, you may think your control systems are safe if they are connected to a single, dedicated computer at your utility – but here are some risks and questions to consider in this scenario:

- How many employees have the credentials to access this computer?
- How often is the password changed?
- How strong is this password?
- Where is the username and password information stored, in case they are forgotten? Is this a safe location?
- Are your passwords written on a sticky note near the computer?
- Does your utility change passwords in conjunction with employee turnover?
- Are there users on this computer that don't need to access control systems at all?
- Does the computer have adequate, up-to-date malware and virus protection?
- Is the location of the computer physically secure?

(Continued on Next Page)

Cyber Accessibility *(continued)*

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There are many tools available to utilities to prepare for incidents:

Free Cyber Security Assessments via US EPA

<https://www.horsleywitten.com/cybersecurityutilities/>

US EPA Cybersecurity Incident Action Checklist

https://www.epa.gov/sites/default/files/2017-11/documents/171013-incidentactionchecklist-cybersecurity_form_508c.pdf

US EPA VSAT Risk & Resiliency Assessment Tool

<https://vsat.epa.gov/vsat/>



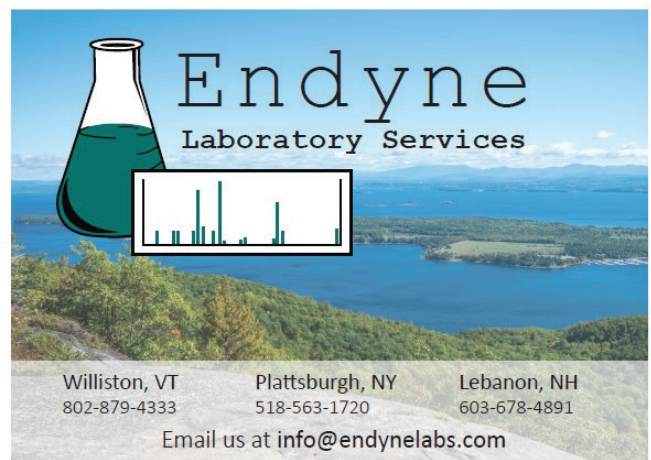
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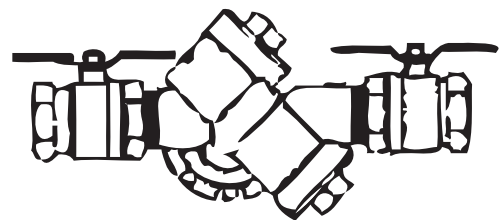
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Training Class Schedule

New Trainings are always in the works

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A Sneak Peek at Trainings for 2022

Date	Course	TCH's	DES Approved	Mem/Non-Mem	Location
2/1/22	Ultrasonic Metering & Intelligent Hydrants	2	DW	\$30/\$38	Virtual
2/17/22	Contract Operations: Managing Very Small Systems	2	DW & WW (pending approval)	\$30/\$38	Virtual
3/15/22	Pump School	6	DW & WW (pending approval)	\$102/\$134	Franklin, NH
3/24/22	Groundwater Supply Development	5	DW	\$88/\$112	Sunapee, NH
4/5/22	Water Meters & Chemical Feed Pumps	5	DW & WW (pending approval)	\$88/\$112	Gorham, NH
4/7/22	Collection System Management and Maintenance	6	WW	\$102/\$134	Jaffrey, NH
4/14/22	FOG & What's Flushable	6	WW	\$102/\$134	Madbury, NH
4/19/22	Understanding Your Motor Control Panel	5	DW & WW	\$88/\$112	Bristol, NH
5/3/22	Lab Skills	4	DW & WW	\$68/\$91	Madbury, NH
5/10/22	Locating Buried Utility	6	DW & WW (pending approval)	\$102/\$134	Woodstock, NH
5/12/22	New Technology in Water Distribution	6	DW & WW (pending approval)	\$102/\$134	Concord, NH
6/2/22	Climate Change: Impact on Water Supply and Resiliency	6	DW & WW (pending approval)	\$102/\$134	Peterborough, NH
6/16/22	Advanced Blueprint Reading	6	DW & WW	\$102/\$134	Hinsdale, NH
7/19/22	Ultrasonic Metering & Intelligent Hydrants	2	DW (pending approval)	\$30/\$38	Virtual
10/4/22	Locating Buried Utility	6	DW & WW (pending approval)	\$102/\$134	Enfield, NH
10/13/22	Common Contaminates in NH & Treatment	TBD	DW (pending approval)	TBD	TBD
11/3/22	Understanding Your Motor Control Panel	5	DW & WW	\$88/\$112	North Conway, NH
11/15/22	New Technology in Water Distribution	6	DW & WW (pending approval)	\$102/\$134	Concord, NH
11/17/22	Iron & Manganese with Pump Station Tour	5	DW (pending approval)	\$88/\$112	Grantham, NH
12/6/22	Water Meters & Chemical Feed Pumps	5	DW & WW (pending approval)	\$88/\$112	Lebanon, NH

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Ending Infiltration (continued)

(continued from page 5)

Replacing Manholes is just one part of Warner Villages Sustainability Plan. Chuck and Vinnie continue to meet. Presently they are focusing on, logging performed work into their GIS computer program, advocating for rate adjustments, updating record drawings and adjusting to new permit changes.

By accessing the services provided by GSRWA and taking the direction to complete the manhole replacement project themselves, Warner Village saved approximately \$31,000. Well done Warner Village Water District!

Submitted by Heidi Lauricella
Information provided by
Vinnie Melendez and Chuck Come



Buying pipe ***without service***
is like buying an ice cream
without a cone.

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Here's a little workout for your brain. Find the listed words within the grid. You are welcome to photo copy the page for a friendly timed competition between co-workers. Let the games begin!

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E	N	U	Q	P	Z	L	I	L	J	A	T	O	T	U	N
M	X	F	P	B	A	B	A	C	K	F	I	L	L	A	A
E	C	A	O	K	I	L	T	R	E	O	H	C	I	S	I
T	N	Q	L	T	K	U	C	B	E	L	F	H	F	O	L
A	R	A	G	E	S	G	O	I	O	T	O	S	I	D	P
B	S	D	L	I	T	J	O	Z	T	O	A	U	N	A	M
A	H	E	B	O	A	O	E	O	F	S	W	L	I	R	O
M	I	H	G	O	E	F	T	E	D	J	E	F	J	T	C
B	Q	L	Q	N	Y	V	B	A	R	E	C	M	B	N	D
I	O	A	T	U	A	T	U	L	L	U	T	W	O	I	F
E	S	U	D	N	A	H	O	L	O	I	S	N	C	D	S
N	M	R	P	A	T	D	C	N	G	O	Z	A	L	I	N
T	O	I	M	I	N	M	R	X	N	A	P	E	E	W	O
A	T	C	O	D	S	G	S	A	E	X	M	S	R	M	I
T	A	E	S	O	W	R	E	Z	N	N	P	O	S	W	T
Q	I	L	R	E	U	S	E	R	T	T	O	Z	R	E	A
R	D	L	E	L	Q	B	C	Y	O	C	A	I	W	E	C
S	O	A	A	R	M	U	Q	T	F	U	H	P	O	Q	V
B	T	W	Q	U	E	C	T	I	N	E	S	E	L	V	M
D	R	O	T	U	B	M	A	O	P	I	O	V	F	W	E
I	P	U	I	S	W	S	Y	R	G	S	F	Z	K	A	L
P	R	U	C	O	C	T	A	L	P	N	T	A	C	W	E
B	V	O	S	E	R	L	S	H	O	E	I	C	A	I	N
A	F	H	Q	E	U	M	A	L	O	P	N	R	B	A	D
L	L	O	W	T	D	P	A	N	A	P	I	T	O	G	E
L	U	E	C	R	U	B	E	S	G	U	E	R	E	H	Z
G	S	R	W	A	T	H	A	N	K	S	Y	O	U	R	S

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