



Summer 2022 Edition 3

Supporting Water and Wastewater Systems in New Hampshire

Inside this issue:

Board Director's Message	2
From the Executive Director	3
Your Letters	4
We Went to Washington	1
2022 Water Rally Recap	6
Life as a NRWA Roving Circuit Rider	8
Barrington Oaks: A Call to Empowerment	10
Training Class Schedule	12
Quiz Corner	14



We went to Washington!

Representing our Granite State Rural Water Association, Ben Crowder, Christian Tarr, both of Keene DPW, Bruce Bottomley of Slope N Shore HOA and GSRWA Executive Director, Heidi Lauricella traveled to Washington D.C. to participate in Water Rally 2022. Their days were spent talking with New Hampshire delegate staffers, listening to policy makers, connecting with other state associations, competing in the drinking water taste test contest,

and taking in some of the sites of our nation's capital. Ben and Christian earned this all-expense paid trip as winners of last year's New Hampshire Taste Test Contest held at Operator Field Day. Along with visiting our legislative offices, these two were able to get in a round of golf – quite the adventure on one of the windiest days of the season!

Having made the trip for three years already, Board

Director Bruce acted as our veteran guide. Not only did Bruce know just where to go to get into the legislative offices, he knew all the best places to eat so everyone could refuel and get to their next legislative visit.

Heidi took on the task of coordinating the meetings with our New Hampshire legislative representatives.

Continue on page 5

Our Mission

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

Board of Directors

Aaron Costa, President
Keene Public Works

Jason Randall, Secretary/Treasurer
Plymouth Village Water and Sewer District

Bruce Bottomley, Representative to NRWA
Slope & Shore HOA

Tony Cavaliere, Member
Jaffrey Public Works

John Coffey, Member
Canaan Water Department

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Board Director's Message

Dear Members and Fellow Operators,
As we enter into the summer season many of us are out there working on our system. Flushing hydrants, exercising valves and prepping for that yearly NH DOT paving project. It is a busy time for us, but working outside is one of the benefits of the job.



Now add in NHDES SRF application deadlines for ARPA and the Build it Back Better grants/financing packages and we all have to kick it up a notch. Long term planning and regular meetings with boards and engineers with the end goal of filling out of application packages with all its data entry and project descriptions and cost estimates. All in the hope of ranking high on the SRF list and receiving a generous package. I wish you all luck.

In some of your down time reach out to Granite State Rural Water and ask about setting up a visit with one of our circuit riders and let them help you with any challenges that you might be having. Perform some leak detection on your water mains. Camera those troublesome sewer mains to look for roots or broken pipes. Smoke out those illegal connections and roof drains. Utilize the circuit riders many years of experience to help you solve your problems and improve the operation of your system. Last but not least get a hold of Brian our in-house GIS and Map guru. He can help you map your whole system right down to the last curb stop and give a jump on the new lead and copper rules.

Lastly -- This is a shout out to Heidi Lauricella who has been doing yeoman's work bringing the organization back to full staffed. This task was accomplished through radio ads, job fairs and many interviews.

Sincerely John J. Coffey, Board Member

From the Executive Director



Dear Member

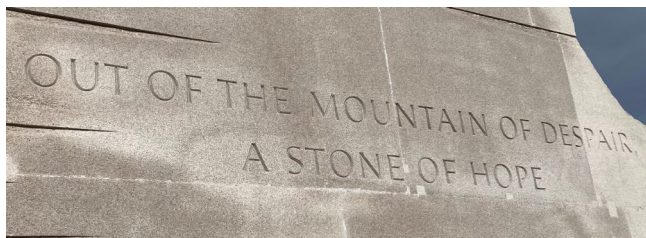
A few months ago, GSRWA sent me to Washington D.C. for my first participation in Water Rally. I spent weeks preparing reports, coordinating travel plans, and educating myself of how to connect with legislative offices in a post-covid world. All in all, the event was solidly successful. My group was able to connect with policy makers and advocate for funds that support rural water and wastewater systems.

I was lucky to arrange my flights so I had one day to tour the capital. I have not been to Washington in a very long time. Re-seeing the Lincoln, the Jefferson and the Washington monuments was lovely. Even more impactful were the newer installations.

Sometimes I get a little down about being an American. Like sandpaper the vitriol between citizens and between politicians wears away at my patriotism. This trip provided a reprieve and a bit of restoration. As I wandered through the Franklin D. Roosevelt Memorial each quote I read was more inspiring than the one before. Then later as I passed through the Martin Luther King slabs of granite, I saw, chiseled into the side "Out of the mountain of despair, a stone of hope." These words reminded me of how I sign off each of my letters to all of you.

Thank you to all our members for sending me and our traveling team to represent GSRWA at Water Rally. It was an honor to speak on behalf of our organization.

With hope for the future,
Heidi



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Your Letters!



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Board of Selectmen's Office



November 29, 2021

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

Please send your letters to:
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To Whom It May Concern:

I am pleased to provide this letter of appreciation for the technical support and work provided by the Granite State Rural Water Association (GSRWA). GSRWA currently provides crucial support for the Beebe River Community Water System located in Campton, NH. The Beebe River Community Water System is a resident-owned water and wastewater system managed by the Town of Campton. The residents of this community fall below the low to moderate-income index, and any improvements made to the system need to be funded through State and Federal programs for such.

GRSWA has provided critical technical mapping services for the Beebe River Community Water System. These drawings have improved the quality of water service we provide to the residents of the community. We have been able to identify water lines, gates valves, and long-dormant lines to better identify future needs.

We are incredibly grateful for the valuable service and continued support that the staff of GSRWA provides for small, rural water systems like our own.

We thank you in advance for your time and consideration.

Sincerely,

Carina Park
Town Administrator

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We went to Washington! (continued from page 1)

Each office received the annual review of our association's work, written narratives highlighting the help local systems have received, and several support letters from GSRWA members.

The advocacy from Ben, Christian, Bruce and Heidi was very well received. Follow up communications from D.C. staffers conveyed the message that New Hampshire Legislatures will continue to support the work of GSRWA.

Submitted by
Heidi Lauricella

* To read a recap from National Rural Water turn to page 6.



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Office of Senator Hassan



Office of Congresswoman Kuster



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From NRWA: 2022 Water Rally Recap

The National Rural Water Association hosted the annual Rural Water Rally on March 28-30, 2022 in Washington, D.C. This event gives Rural Water advocates from across the country an opportunity to gather in our nation's capital and progress our grassroots agenda in the halls of congress. The Opening Session took place on Tuesday, March 29th, where the audience heard from multiple influential government officials. Among the distinguished guest speakers were Senator Joe Manchin (D-WV), Chairman of the Senate Energy and Natural Resources Committee; Chris McLean, Assistant Administrator for Electric Programs, USDA Rural Utilities Service; Radhika Fox, Assistant Administrator for the Office of Water, U.S. EPA; and Gary Gold, Deputy Assistant Secretary for Water and Science, U.S. Department of the Interior.

Great American Water Taste Test

The 23rd annual Great American Water Taste Test (GAWTT) was held in Washington, D.C. on March 30, 2022. Throughout the year, utilities from across the country vie for a spot to represent their state during the National Rural Water Association's Rural Water Rally each year in Washington, D.C. GAWTT is the nation's most prestigious competition for the best tasting water in the United States.

Each state holds their own competition at their annual conference and the winner of the statewide contest moves on to compete in the national contest. This year, NRWA received 37 entries from across the country. During the Rural Water Rally, the preliminary judging narrowed the field of contestants to the top five.

The 23rd Great American Water Taste Test Gold Medal Champion is Lake Egypt Water District from the great state of Illinois. Second place and the Silver Medal went to the Town of Ten Sleep from Wyoming, and third place and the Bronze Medal went to Village of Bloomington Water Department from Wisconsin. Rio Embudo MDWCA from New Mexico and the Wapello Rural Water Association from Iowa were top five finalists. NRWA offers their congratulations to all the winners on their success this year!



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2022 Operator Field Day & Exhibit Show

September 13, 2022



Mount Sunapee Resort
Newbury, NH



Event Highlights

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

Event Details

Date: September 13, 2022

Location: Mount Sunapee Resort
Newbury, NH

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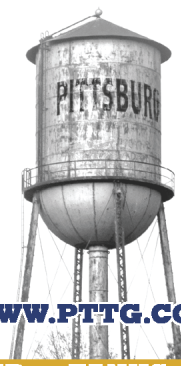
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Life as a NRWA Roving Circuit Rider

This spring I was in New Hampshire helping GSRWA with drinking water technical assistance field work. While there I was asked “What it is like to be a National Rural Water Association Roving Circuit Rider?” My simple answer is that it is not much different than the job of any other Circuit Rider throughout the states. But I’ll elaborate...

In 2017 my plan was to retire after 20 years of working for Delaware Rural Water Association. While at DRWA I held the positions of Sourcewater Specialist, Drinking Water Circuit Rider and Training Specialist. By taking on various jobs, I was able to cross train in the many aspects of running and operating a water system. I gained experience in GIS mapping, backflow protection, and using equipment such as ground penetrating radar, leak detectors, and line locators. All that experience and one phone call side-lined the mentioned retirement plans.

National Rural Water reached out to me with an interesting offer. For three months, become a Roving Circuit Rider and help another state association as they search for a permanent CR. I said to myself “It’s only three months, why not!!” After two plus years and working with 5 different states (CT, RI, HI, WV, and NH) I haven’t regretted it a bit. My Gilligan’s Island 3-hour tour continues.

The goal of the National Circuit Rider Program is to provide uninterrupted technical assistance to small rural water systems all across America. When there is a vacancy due to retirement, or an extended leave of absence, I step in to help individual states.

There are some challenges in switching states every few months, such as getting to know state association personnel, public health personnel, the local rules and regulations, and the lay of the land. One of the most important tasks is picking up where the previous Circuit Rider left off. This is doable thanks to the coordinated logging program that is used by all our field staff. It is also doable because of Rural Water’s positive reputation. Whether calling or visiting a system, when I say I’m from Rural Water, I am welcomed like they have known me for years. When assistance is needed, no matter which state I am in, I notice Rural Water Association is at the top of every water system’s call list. That is what make my roving job pretty easy.

Just when I think I’m comfortable and have gotten to know a lot of the systems I’m off to new state and it starts all over again.

Submitted by
Jigar Patel,
NRWA Roving Circuit Rider





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Barrington Oaks: A Call to Empowerment

A while back, Barrington Oaks Cooperative was on the receiving end of some very poor-quality service from a local septic company. With the help of GSRWA, they were able to halt a hefty pay-out and get the service they deserved.

Anne Garceau, the volunteer board president at the time of the incident, made a call to GSRWA wastewater specialist Vinnie Melendez when her gut told her, their cooperative was being taken for a ride.

Board President Anne explained that during the cleaning phase of a service line, the technician from a local septic company proceeded to get his camera equipment stuck in one of system's service laterals. After two hours of tugging and pushing to unhook the equipment from the service line, the company technician decided to cut the equipment cables and leave them in place until the next day.

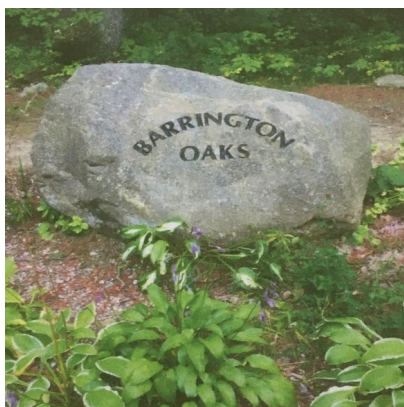
The septic technician informed President Anne that the Cooperative would be billed roughly \$3,000 for the cut camera line and \$2,800 for the camera head. The technician then went on to quote the new sewer line at an additional \$ 25,000 dollars. He demanded a down-payment be given before leaving the worksite. Under pressure, the board president handed over a check to cover the cost of the broken equipment.

Feeling concerned about the expensive decision she was forced to make on behalf of the cooperative, Board President Anne picked up the phone and called wastewater specialist Vinnie Melendez. She needed help figuring out if someone was taking advantage of them.

The call gave the board president an opportunity to lay out the events that led to the Cooperative writing a big check for the stuck equipment, and essentially verbally agreeing to hire the company to replace over 500 feet of line.

After hearing the whole story, Vinnie shared back his observations. First, Vinnie explained that because the Cooperative had not signed any release forms, the service technician was fully responsible for the state of the camera. Also, that reputable sewer companies have their own insurance to cover situations such as this. In terms of replacing the plugged lateral line, Vinnie evaluated the cost estimate as extremely high.

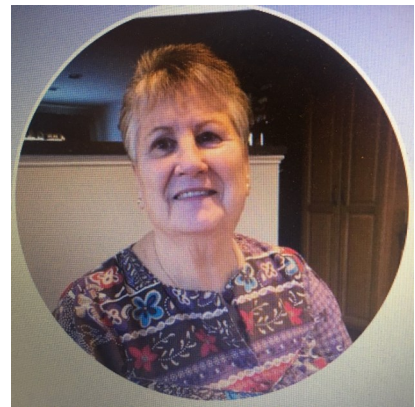
Continued on page 11



We support resident owned communities



Help is just a phone call away.



Anne Garceau—former board president. RIP

Continued from page 10

Once these observations were laid out, Vinnie went on to offer guidance for moving forward. Job number one was to immediately call the Cooperative's bank and put a hold on the check. Vinnie also gave Board President Anne the names of several contractors in the area who could assess the situation and offer a second opinion.

Sometime later in the day Mr. Melendez received another call. This time from a now very happy Cooperative President. Anne said their conversation had empowered her to call the bank and cancel the check. This prompted a frantic call from the septic company owner who apologized profusely and explain that it was all a misunderstanding.

What the company owner didn't know was the Anne had taken Vinnie's second piece of advice and contracted another vendor. It was discovered that the initial service technician had only gone roughly forty feet into the service line in question before getting his camera stuck. This led to the misdiagnosis of an overpriced lateral line replacement. The new vendor was able to clean a good portion of the existing line and replaced a very small section of line that was destroyed by roots; a section never seen by the initial service technician. The second vendor removed the cut camera cable and left it on the side of the road to be picked up at a later date. The new vendor was in and out in few hours and charged the cooperative \$500 for the service call and minor repair. The timely work allowed the home owners to get back into their property and finally utilize the facilities.

Continued on page 13

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Date	Course	TCH 's	DES Approved	Mem/Non-Mem	Location
6/2	Climate Change: Impact on Water Supply and Resiliency	6	DW & WW	\$102/\$134	Peterborough
7/19	Ultrasonic Metering & Intelligent Hydrants	2	DW	\$30/\$38	Virtual
9/13	Operator Field Day	4	DW & WW (approval pending)	\$75/\$95	Newbury
10/4	Line Location & Leak Detection	6	DW & WW	\$102/\$134	Enfield
10/13	Common Contaminates in NH & Treatment	6	DW	\$102/\$134	Woodstock
11/3	Understanding Your Motor Control Panel	5	DW & WW	\$88/\$112	North Conway
11/17	Treating Iron & Manganese in Small PWS (includes tour of Grey Ledges)	6	DW (approval pending)	\$102/\$134	Grantham
12/6	Water Meters & Chemical Feed Pumps	5	DW & WW	\$88/\$112	Lebanon

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Barrington Oaks: A Call to Empowerment (Continued from page 11)

Based on the original contracts quoted rates, The Barrington Oaks Cooperative recognized an immediate overall savings of approximately \$5800 dollars for broken equipment, and \$25,000 for a sewer lateral that now doesn't need to be replaced.

Because Granite State Rural Water had already developed a working relationship with Barrington Oaks, the Cooperative felt comfortable enough to seek guidance when this situation moved beyond their present capabilities. By reaching out, they gained an understanding of the important questions to ask contractors and of their rights as a paying customer. For Board President Anne, the entire experience left her feeling both confident to make decisions and empowered to take action on behalf of her Cooperative.

The Barrington Oaks Cooperative Board continues to build on their knowledge and understanding of the existing collection system. Board President Anne believes she and the board now have the capability to work with vendors and handle future maintenance obstacles.

Submitted by
Vinnie Melendez, Wastewater Specialist

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Vinnie Melendez,
Wastewater Specialist

Multiple Choice

1. What impact does the injection of chlorine gas have on water ?
 - A. Increase pH
 - B. Decrease pH
 - C. Does not affect pH
 - D. Causes pH to fluctuate
2. The influent BOD to an extended aeration plant is 180mg/l. The daily flow to the plant is 0.325 MGD, what is the BOD loading in pounds per day ?
 - A. 325 lbs/day
 - B. 488 lbs/day
 - C. 525 lbs/day
 - D. 588 lbs/day
3. Mechanical ventilation is required to ?
 - A. Reduce chlorine demand
 - B. Reduce corrosion
 - C. Increase dissolved oxygen
 - D. Ensure a safe working access
4. In a trench deep enough to require a ladder(s), the worker must not be required to travel more than ____ to get to the ladder ?
 - A. 10 feet.
 - B. 15 feet.
 - C. 20 feet.
 - D. 25 feet.
5. Which of the following unit processes would diatoms most likely affect ?
 - A. Coagulation
 - B. Flocculation
 - C. Sedimentation
 - D. Filtration
6. Temporary cloudiness in a freshly drawn sample of tap water may be caused by ?
 - A. Air
 - B. Chlorine
 - C. Silica
 - D. Hardness
7. A tank holds 50,000 gallons and the flow into the plant is 500gpm. What is the detention time in minutes ?
 - A. 20 minutes
 - B. 75 minutes
 - C. 100 minutes
 - D. 150 minutes
8. The liquid that stands above a sediment or precipitate is referred to as the ?
 - A. Slough
 - B. Effluent
 - C. Sludge blanket
 - D. Supernatant
9. The movement of water through the interstices or pores of the soil within the earth is called ?
 - A. Condensation
 - B. Runoff
 - C. Transpiration
 - D. Percolation
10. The process by which water becomes a vapor at a temperature below the boiling point in commonly known as ?
 - A. Condensation
 - B. Evaporation
 - C. Saturation
 - D. Transpiration

True or False

11. *T or F* Like most liquids, water contracts (gets smaller) when it freezes.
12. *T or F* Water has a high surface tension.
13. *T or F* Condensation is water coming out of the air.
14. *T or F* Rainwater is the purest form of water.

- Answers**
1. B
 2. B
 3. D
 4. D
 5. C
 6. A
 7. C
 8. D
 9. D
 10. B
 11. False
 12. True
 13. True
 14. False

References:
 WEF Study Guide
 Keystone Tap (PA Rural Water)
 Sacramento Study Guides

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