



Winter 2022-2023 Edition 4

Supporting Water and Wastewater Systems in New Hampshire

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Chalk Pond: 100,000 Gallons Gone!

Infrastructure, whether water, wastewater, gas, etc. - are resource networks that residents in our communities rely on. As you may well know, our water, stormwater, and wastewater infrastructure were installed long ago, and have been out of sight and out of mind for so long, that knowledge of their whereabouts may have been forgotten and their maintenance neglected.

At the small pondside community of Chalk Pond, in Newbury, New Hampshire, the issue of buried infrastructure came bubbling to the surface when their water system sprang a leak, causing them to lose over 100,000 gallons of clean drinking water in the course of 3 days.

The Chalk Pond Water Company is a not-for-profit entity started in 1965 to provide drinking water to the small residential community of Sunapee Hills. Over the past several years, the CPWC has adopted a proactive management style that tries to preemptively identify or plan ahead for problems before they arise.

Continues on Page 5



Visit our website at GrantieStateWater.org

Our Mission

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

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Board Director's Message

Dear Members,

As most of you already know, water and wastewater systems are typically funded by user rates.

Depending on the system, revenue can be generated in a variety of ways. Typical examples include fix charges based on meter size or a volumetric charge based on consumption or a combination of both.

There are also other funding mechanisms such as fees for fire protection, new connections and bulk water fees that can be incorporated into the systems revenue model.

Over the past five to ten years, our society has done well implementing water conservation measures such as low flow toilets, showerheads and washing machines, which is all good news for the environment. However, if your system's main source of revenue is based on volumetric consumption your revenue could be declining, while operating costs continue to rise.

This leaves water systems with an interesting challenge. How do you raise the appropriate amount of revenue to cover operating expenses, capital expenses and debt responsibilities? Is your system putting cash in an unallocated fund for emergencies? These are all things to consider as you develop your operating budget and long term project planning. Having an asset management plan can help provide a road map for your system and prioritize needs. It can also help forecast the amount of revenue needed in the future.

We all face challenges with funding, and it can be difficult to provide the level of service our customers expect at an affordable rate, and having a rate model and asset management plan in place can help.

Sincerely,
Aaron Costa
Board of Directors, President



From the Executive Director



Dear Member,

We're hiring!

As we go to print GSRWA is seeking multiple people to join our field staff team. Our non-profit organization is looking for water professionals who would like to share their expertise and help their New Hampshire neighbors. Please consider putting your years of knowledge and skills toward the service of others.

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With hope for the future,
Heidi



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Your Letters!



**Chalk Pond Water
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a Division of
Sunapee Hills Association
P.O. Box 8
Newbury, New Hampshire 03255

Heidi Lauricella, Executive Director
Granite State Rural Water Association
PO Box 596
Walpole, NH 03608

November 21, 2022

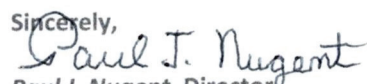
Dear Heidi,

As the relatively new Water Co. Director at Chalk Pond (I was appointed in August), I was startled to encounter a major leak in our system even as we were still recovering from damage to our SCADA due to a lightning strike this past May. When the leak was first discovered, we were without an outflow meter and I relied on complicated math, performed by my predecessor, to estimate just how much water we were losing every day. To make matters worse, we found no obvious signs of leakage when we inspected the entire system surrounding the Pond. I was, frankly, overwhelmed and didn't know where to turn for help.

At the urging of my predecessor, Jim Mc Donough, I called GSRWA. Heidi Lauricella was calm and reassuring and she promised to have the circuit rider call me. The very next morning Dale Curtis, Brian, and Justin, from GSRWA, were on site and worked through the day to locate the source of the leak. They were professional and dedicated and their presence, and expertise, gave me confidence that we could solve this problem. By the end of the day, they had indeed located the area of the leak and I had a plan to repair it. Without the technical support and guidance of GSRWA, I honestly don't know what I would have done, and I am beyond grateful for their help at a most difficult time.

I strongly support continued USDA and EPA funding for GSRWA to maintain its on-site technical assistance programs and training classes. This critical federal funding enables GSRWA to provide vital, hands-on technical assistance to small and rural water systems like the one at Chalk Pond. In the absence of these programs, we will lose a valuable resource, which assists us in providing safe and reliable drinking water for our customers. Hundreds of thousands of dollars are saved by small, rural systems every year through these valuable services since the technical staff is available free of charge to our communities. These services are now more valuable than ever as small water systems, like ours, are facing the financially crippling need to update old infrastructure while complying with new regulatory requirements.

Thank you again for the invaluable service and support your organization provides.

Sincerely,

Paul J. Nugent, Director
Chalk Pond Water Co.
P.O. Box 242
Newbury, NH 03255



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

Please send your letters to:
GSRWA
P.O. Box 596
Walpole, NH 03608

Chalk Pond: 100,000 Gallons Gone! (continued from page 1)

Unfortunately, that wasn't enough to prevent a 31,000 gal/day leak from erupting, and threatening to damage expensive pump station equipment, and to run their wells dry. To help prevent disaster, Paul Nugent, CPWC's President, reached out to Granite State Rural Water Association to assist.

Understanding the scope of this emergency, three Water Operations Specialists from GSRWA responded to the request for assistance the following day. GSRWA's technical assistance providers met up with Mr. Nugent at the pump station, situated high up on a dirt road, to look in on the equipment, determine the scale of the problem, and devise a plan.



With maps of the water system, created by GSRWA in years prior, the team decided to conduct a full-scale leak detection survey, where the shut-off to each house was listened to with acoustic leak detection equipment. The team also listened for water along the surface of the road, trying to hear the any hissing, thumping, or splashing noises deep in the ground along the water main pipe.

Having inspected the two upper roads in this fashion, and knowing that a private contractor had inspected the lower portion of the community, on the eastern side of the pond, the team went back to the drawing board and decided to locate and operate the gate valves on the streets – these shut off whole roads, not just individual houses.

The problem was, these big valves were buried under the dirt road, and late fall frosts were in full swing. With special locating equipment, shovels, pickaxes, and strong backs, the team uncovered these valves and began operating them to identify, within hundreds of feet, where the leak might be.

As stated earlier, much infrastructure has been installed, and then forgotten. It was no small task to find these important valves and to uncover them because over the 57 years the system has been in place, the dirt roads have had more and more material layered on to smooth it out for residents.

Continued on page 6

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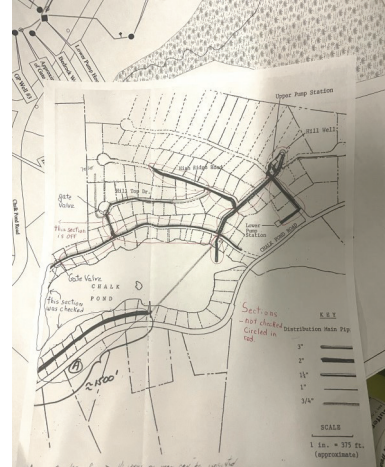
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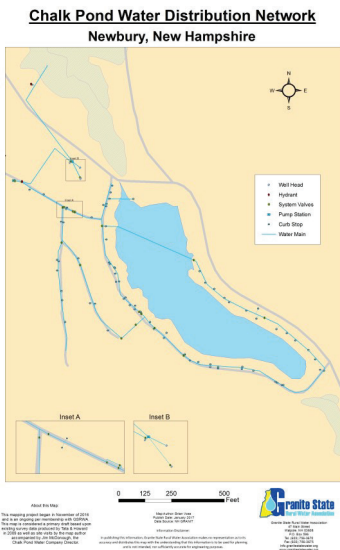
With the valves uncovered, the GSRWA team put an extremely long wrench down into the valve box and turned them, trying to shut off the water, meanwhile, Paul Nugent, the board president, stood up at the pump station and monitored the water level in the tank. Basically, if the storage tank continues to drain or stays at the same level, then the leak is still going on – but, if it refills, then the leak is stopped, and it can be determined which section of street it’s on.

After a few trials the section was located, and the team again listened to the water main by putting acoustic listening devices down on the street. Now, that problem with the additional layers of gravel on the roads came to the forefront again, making it very difficult to hear water main break noises. Most water mains sit just beneath the winter frost line – about 5.5 to 6 feet. This water main was buried 9 feet!



Despite these challenges, a section of road was identified where the leak was likely to have sprung, and the team left, offering the contact information for a private leak detection contractor for a second opinion. The following day, the private contractor confirmed the findings of GSRWA and an excavator was brought in to dig up the main. Two ‘dry holes’, or holes with no leaking water in them were dug, before, due to adequate soil saturation, some water was found bubbling very close by. The excavation crew dug there and the pipe was, in fact 9’ in the ground, and there they found the leak on a very small pipe connecting the water main to a nearby residence. A tiny, nylon-plastic fitting was the cause of this major disruption. This is a component commonly installed in the 1960’s and 70’s, softens when exposed to moisture, and is notorious for failing and causing headaches.

This experience was one of learning for Paul Nugent, who thanked GSRWA numerous times for their assistance. By working closely with Paul, he learned much about where the water mains and valves (assets) are, how to operate them, and how to respond to an emergency.



Many challenges confront small water systems, and Granite State Rural Water Association is here to help them with finding, fixing, and preventing problems.

Submitted By Brian Vose,
GIS Manager & Small Systems Specialist

Training Class Schedule

Date	Course	TCH's	DES Approved	Mem/Non-Mem	Location
2-2-23	Water Quality: Enhance Your Everyday Operation	5	DW & WW	\$90/\$115	Berlin, NH
2-14-23	Ultrasonic Metering & Intelligent Hydrants	2/dw 1/ww	DW & WW	\$31/\$39	Virtual
3-14-23	Bypass Pump Systems and Adaptive Pumping & Mixing	2	DW & WW	\$31/\$39	Virtual
3-16-23	Handling Distribution Components with New Technology	6	DW & WW	\$105/\$138	W. Chesterfield, NH
3-23-23	Ethical Practices for Gender Equality	5	DW & WW (DW & WW approval pending)	\$90/\$115	Lebanon, NH
4-4-23	Small Systems Aren't Small Potatoes: Cybersecurity	2	DW & WW	Free	Virtual
4-18-23	Manganese: Regulations & Treatment	TBD	Pending	Free	TBD
4-20-23	Lab Skills for Operators	4	DW & WW	\$70/\$94	Keene, NH
5-2-23	Selecting Underground Materials	6	DW & WW (WW approval pending)	\$105/\$138	TBD
5-9-23	Water Metering & Chemical Feed Pumps	5	DW & WW	\$90/\$115	Enfield, NH
5-23-23	Wastewater Exam Prep Course Day 1	6	WW (approval pending)	\$500/\$600	Franklin, NH
5-24-23	Wastewater Exam Prep Course Day 2	6	WW (approval pending)	\$500/\$600	Franklin, NH
5-25-23	Wastewater Exam Prep Course Day 3	6	WW (approval pending)	\$500/\$600	Franklin, NH
6-6-23	Polymer Owner's Manual & Corrosion Control	5	DW & WW (WW approval pending)	\$90/\$115	Lincoln, NH
6-8-23	Distribution Health: Innovative Solutions & Best Practices	6	DW & WW (WW approval pending)	\$105/\$138	Milford, NH
6-13-23	Climate Change: Impact on Water Supply	5	DW & WW	Free	TBD
6-20-23	Cybersecurity and Scada for Medium Systems	3	DW & WW (WW approval pending)	\$38/\$54	Virtual
6-29-23	Understanding your Motor Control Panel	5	DW & WW	\$90/\$115	Concord, NH

To Register:

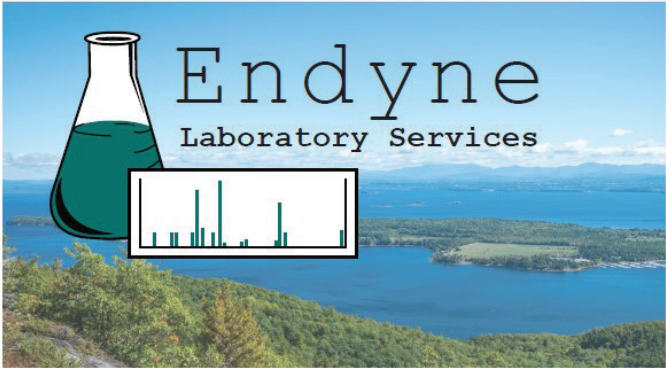
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Enfield: Billed by the Gallon

When a town is billed for every gallon of sewage it sends to a neighboring wastewater treatment facility, you can bet that town wants to make sure no extra water is flowing into their collection system. This is what is happening in Enfield, New Hampshire. The Town of Enfield maintains its collection system and discharges to the Lebanon Wastewater Treatment Facility. While infiltration is moderate throughout most of the collection system, during periods of high groundwater the infiltration accounts for a whopping 53% of flow. All that extra water is getting treated and Enfield is getting the bill.



The town of Enfield is situated in Grafton County, New Hampshire centered on Route 4 near the inlet of the Mascoma River to Mascoma Lake. While the town population is about 4,500 people, Enfield Village, the primary settlement, has a population of about 1,500 people with 642 wastewater connections.

To help with their infiltration issue and to undertake meaningful improvements, Enfield is working to procure funds through a combination of the New Hampshire's State Revolving Fund (SRF) and USDA's loan/grant program. The purpose of these funds is to help systems strengthen and maintain their assets and thus work towards long term infrastructure sustainability. Enfield's current Article as proposed will authorize the borrowing of \$1.9 million for improvements to the municipal sewer system.

Constructed in the late 1980's, the Enfield sanitary sewer collection system is primarily comprised of PVC pipe and precast concrete sewer manholes. Since the completion of the sewer system, additional connections for residential developments have been added. No major replacement or rehabilitation efforts have been made within the sanitary sewer collection systems.

Beginning in the spring of 2019, the Town of Enfield began working with an experienced wastewater system engineering firm and Granite State Rural Water Association (GSRWA) to evaluate the municipal system. The manhole survey revealed that approximately 40% of the manholes in the Enfield collection system have immediate needs.

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Listed are our 2022 Members

* Current (paid in full) members as of 1-5-23

Enfield: Billed by the Gallon continued from page 8

These defects ranged from light to moderate active inflow and infiltration (I/I), to structural needs such as deteriorating risers, backups, surcharging, and root intrusion. Approximately 30% of the manholes in the collection system could not be viewed due to accessibility issues including being bolted, paved over, buried, sealed shut, or unable to locate and access along cross-county easements.

The Inflow/Infiltration issue is having an adverse effect for both Enfield and Lebanon. While Enfield is seeing higher bills, Lebanon's treatment facility is struggling with hydraulic issues during wet weather. The Enfield commissioners are looking to Superintendent Jim Taylor to solve this two-town problem. Jim, along with his system personnel Norm Rule and Jason Darling, have teamed up with GSRWA wastewater specialist Vinnie Melendez to discern what needs to be done and then make it happen.

Step one for Vinnie was to gather the team and make sure everyone knew what the problems were and what was being asked of them. Everyone reviewed the good, the bad, and the ugly found in engineering reports, record drawings, and completed work documents. Lebanon's reduction request and meeting the funding requirements from NHDES and USDA became the main focus. This process also led to the realization that the remaining work on route 4's state-owned manholes needed to be a part of any plan that was created.

Education became step two. Wastewater Specialist Vinnie provided Superintendent Jim with educational materials (including electronic tools and written material) and offered guidance on how to educate sewer commissioners and stake holders such as schools, restaurants, motels and village residents. With a smoke test audit on the calendar, the two discussed how to use proper notification protocols to get the word out and avoid undue alarm.

With everyone on board, it was time to complete the comprehensive audit of the collection system by focusing on detailed manhole inspections. The Enfield team got their marching orders – or more accurately, their walking orders. Operators walked the entire collection system. The goal was to avoid issues during a future smoke test. Tasks included opening manholes that were difficult to open, examining them, cleaning them, and recording both prior work and needed work.

GSRWA's sewer camera was deployed by Vinnie to find additional collection system deficiencies that are not obvious for visual manhole inspections. The smoke test equipment is ready to go if the need arises.

To date the completed audit work and associated repairs has strengthened the infrastructure enough has satisfied the grant/loan requirements. As the remaining repair work is completed, both Superintendent Jim and GSRWA wastewater specialist Vinnie are looking forward to seeing flow numbers continue to drop at the treatment facility.



Continues on page 14

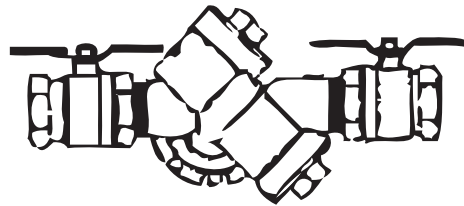
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Enfield: Billed by the Gallon continued from page 12

Jim noted that throughout the process he was happy to see lots of learning occurred for both the current staff and the board commissioners. Lastly, because of the hard work conducted by Enfield personnel, manholes were raised to help meet the with paving needs of NH DOT.

The Town of Enfield will recognize a one-time savings of approximately \$ 2200.00 dollars for labor, all equipment and material. (Based on local contractor's rates and regional sewer user guide information). A recent calculation shows the Lebanon master meter receiving tens of thousands fewer gallons coming from Enfield. This equates to thousands of dollars in savings for Enfield users. The flow reduction also strengthens Enfield as a candidate for the 1.9-million-dollar grant/loan. The Town of Enfield has the potential to receive up to 45% grant funding from the USDA Rural Development Office in support of this project work. If this funding application is successful, it would subsequently reduce the amount the Town needs to borrow for the remaining project costs. The Enfield community is heading in a great direction and the collection system, from an asset management perspective, is in a good place. As always, GSRWA is on hand to help with each new phase of a utility's improvement plan.

Information Submitted By Vinnie Melendez,
Wastewater Specialist



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