



Supporting Water and Wastewater Systems in New Hampshire

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GSRWA was pleased to honor Stephen A Broadbent for his dedicated career to the water industry by creating the Stephen A Broadbent Lifetime Service Award. In October the Association presented this award to its first recipient, Sarah Pillsbury, retired Administrator of the NH DES Drinking Water and Groundwater Bureau .

GSRWA Awards Sarah Pillsbury with Lifetime Service

On October 1st, during a jam packed virtual 2020 Awards of Excellence event, GSRWA presented Sarah Pillsbury, retired Administrator of NH DES Drinking Water and Groundwater Bureau with the newly created Stephen A. Broadbent Lifetime Service Award. This special award was created last spring to honor Stephen Broad-

bent who dedicated his career to the industry. For Stephen, his work was his life's passion. In a video recording Stephen's son, Michael, had these remarks on behalf of the family. "This is an incredible honor to a man who dedicated his life to the water and wastewater industries. Makes me think if dad had the opportunity to help you along, maybe do your part

to share something he bestowed on you." The purpose of this new award is to recognize the rare individual within the water and wastewater professions that has displayed a unique passion and a desire to help others, and promote our profession as an ambassador. The "Steve Broadbent Service Award" is

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Our Mission

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

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President's Message

Dear Member,

I hope this letter finds you well. It was great to see so many people at the annual meeting on October 1st and it was inspiring to see the amount of participation. Some great awards were given to very deserving people and organizations. As previously stated, I hope we can have the annual meeting and Operator Field Day at Mount Sunapee in 2021 as well as be able to host the annual golf tournament.

As usual there is a lot going on in the water and wastewater industry, but most of the buzz is still about Covid-19. Several communities throughout the State have begun testing for Covid-19 in wastewater as a surveillance tool. Individuals that contract Covid-19 can shed the virus in stool which allows it to be detected. Both symptomatic and asymptomatic cases can shed virus, however, asymptomatic individuals may shed the virus at a much lower rate. Sampling for Covid-19 in wastewater is relatively easy. Composites or grab samples can be collected and sent off to the lab. However, one thing to consider is analysis and shipping costs can get expensive. Using wastewater data along with other Covid-19 data can assist communities in their policy and decision making processes. Just another way that water professionals are contributing during the pandemic.

Finally, I want to take the time to thank all of our members for everything you do to provide water and wastewater services to the communities of New Hampshire. I hope everyone has a happy and safe Thanksgiving.

Sincerely,

Aaron Costa, President
Board of Directors

From the Executive Director



Dear Member,

Thank you for joining us by Zoom on October 1st to celebrate the GSRWA 2020 Awards of Excellence! What a wonderful turn out to celebrate the achievements of water and wastewater professionals. This edition of Operator is dedicated to these award winners.

Thank you for participating in the digital annual membership process by voting through the survey we sent you. Aaron Costa and Bruce Bottomley have both been elected to serve another three year term.

We are pleased to share that NH DES has approved virtual, live distance learning through the year 2021! See page 9 for upcoming training classes.

We are developing our work plan for 2021. If you have specific training topics you would like to see offered, now is the time to contact Heidi our Training and Event Coordinator. Does your system need a source water plan or a map? Call us today and get on the 2021 schedule!

Sincerely,

Jennifer Palmiotto, PhD
Executive Director

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Your Letters!



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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

October 20, 2020

Ms. Jennifer Palmiotto
Executive Director
Granite State Rural Water Association
P.O. Box 596
Walpole, NH 03608

Dear Ms. Palmiotto:

The Plymouth Village Water and Sewer District is appreciative of the efforts and technical assistance provided by Association Staff, and specifically by Wastewater Specialist, Vinnie Melendez. With over 20 years of valuable experience, Vinnie is able to provide a wealth of knowledge when it comes to wastewater operation, management, troubleshooting, networking, and utilization of new/emerging technology.

Vinnie has been able to provide the District and NH Operators with trainings on Collection System Maintenance and Management including resources and discussions on Asset Management. These trainings have included USDA, NHDES, and industry representatives whom have been able to enhance communication of valuable regulatory, funding, and technical assistance information for the Operators in attendance. Vinnie's efforts in putting together these trainings and providing networking has made him a reliable and dedicated resource for New Hampshire's wastewater Operators. I can always call on Vinnie to assist or connect me with other Operators who have solutions to sometimes unusual situations or problems.

Over the past year Vinnie has also actively participated in the Northeast Biosolids Workgroup, consisting of EPA Region 1, multi-State Agencies, Operators, Biosolids Managers, Septage Haulers, and other stakeholders. Vinnie has brought great perspective in brainstorming and assisting with the development of outreach material for the public, wastewater operators, and septage haulers on contaminants of emerging concern (CEC's), specifically PFAS compounds.

The Granite State Rural Water Association and the State of New Hampshire are fortunate to have a dedicated and talented staff that includes Vinnie as a Wastewater Specialist over the last 20 plus years! Thank you for your continued service!

Sincerely,
Jason C. Randall

Superintendent
Plymouth Village Water & Sewer District

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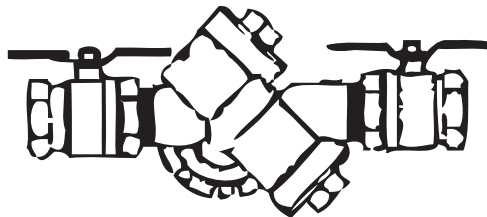
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Sarah Pillsbury receives Lifetime Service Award

(Continued from page 1)

given to an individual who has made significant and lasting contributions to the Water and /or Wastewater Field.”

During the meeting, Vinnie Melendez, GSRWA’s Wastewater Specialist, had this to say about Stephen. “Stephen started his water and wastewater career over 40 years ago. It became much more than a career choice, it became his passion or calling. When you met Steve “Gimp” for the first time you became his friend for life. He became an amazing resource for all things water/wastewater related no matter the issue. He understood the complexities of treatment and was always willing to share that knowledge with anyone that asked, day or night. But it did not end with just sharing knowledge. Over the years he became such a great resource and educator to operators within the New England area. A request to him often resulted in a quick follow up call that generally led to him showing up onsite with even more ideas on how to solve your problem. It did not matter to him if the solution took minutes, hours or even days he was completely engaged. He truly became an ambassador for our profession. He traveled New England as an employee of several consulting firms. Because of his travels he became known to all. The network of professionals, people and friends he developed was incredible. He was a very active member of all state and regional utility trade groups but was especially fond of Granite State Rural Water Association always making the annual conference a priority.”

Following the announcement of the new award, Jennifer Palmiotto, Executive Director presented the award to Sarah Pillsbury. Jennifer said, “It is an honor and a privilege to present the Stephen Broadbent Lifetime Service Award to our very first recipient, Sarah Pillsbury. After hearing from Vinnie Melendez and Stephen’s son Mike about Stephen’s dedication to the industry and his desire to help others, you can see why this award is such a perfect fit for Sarah.”

Approximately 35 years ago, Sarah began her career as a sanitarian, next she took a position working to address emerging groundwater contamination and then she worked to develop the then newly federally funded program to protect source water. This program first headed by Sarah grew and has become a successful model nationally.

In 2007 Sarah became the Drinking Water and Groundwater Bureau Administrator. During her tenure she worked with the legislature and stakeholders to establish the Groundwater Protection Act, and developed many new NH specific programs and regulations, including Groundwater Withdrawal and Discharge Permitting, New Well Siting Rules, the Water Conservation Program, just to name a few. Sarah also played many notable roles in state, regional, and federal workgroups and associations.

Jennifer concluded her remarks by saying “It is worth pointing out that while accomplishing all of this, Sarah always shared her expertise with professionalism, respect and a welcome dose of humor. Thank you, Sarah for your many

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2020 Awards of Excellence

The year 2020 has been extraordinary in many ways. It hasn't been all negative, however. In the case of the System of the Year award, the Awards Committee found that there were two deserving candidates: Hooksett Village Water Precinct and Whitefield Water Department.

2020 System Award

Hooksett Village Water Precinct

GSRWA GIS Manager, Brian Vose presented the award to Hooksett. Brian noted "This system is noteworthy for its family-like crew that serves roughly 3,000 individuals through 1,166 connections." Staff include: Mike Heidorn, Superintendent, Matt Norris, Assistant Superintendent, Dennis Bell, Operator, Gary Hebert, Operator, and Nancy Philibotte, Office Manager. The Precinct has been in operation for over 75 years.

Hooksett's accomplishments center on proactive planning and public outreach initiatives.

These activities include:

- Hosting a water system overview and a groundwater protection BMP outreach meeting
- Completing a water supply & usage evaluation assessment, as well as completing the NHDES Asset Management Grant, for which I am very happy and proud to have been a part of
- Modernizing a well station to improve safety, efficiency, and communications
- - Completed a GIS inventory of their water system
- Demonstrating unauthorized & unmetered water use (including leaks) to be below 5%.

Congratulations to Hooksett on a job well done!

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Left to Right: Nancy Philibotte, Gary Hebert, Dennis Bell, Matt Norris, and Mike Heidorn



View of the new 1 million gallon glassed-to-steel water storage tank at the Hooksett Village Water Precinct.

2020 Awards of Excellence (continued from page 7)

(Continued from page 7)

2020 System Award

Whitefield Water Department

Whitefield Water Department received an award for 2020 System of the year for their excellent planning and implementation of infrastructure upgrades and improvements to better serve the residents of the Town of Whitefield. This system serves 660 connections and 1650 users from 4 gravel wells and two drilled bed-rock wells. According to GSRWA Circuit Rider, Scott Clang, "Rob Larson, Public Works Director, Fred Ingerson, Water Superintendent and Joyce McGee, Accounts Manager have pointed the department in the right direction for the long term." The Department secured funding from The USDA Rural Development loan and grant program for a 6.5-million-dollar upgrade and improvement project. Horizons Engineering of Littleton developed the design work and

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11/17/20	Lead & Copper New Regulations & Control	2	DW & WW	\$28/\$36
12/1/20	Generator System Maintenance	2	DW & WW	\$28/\$36
12/3/20	Wastewater Microbiology & Process Control	3	WW	\$35/\$50
12/8/20	Arsenic: New Regulations with Blending & Treatment Solutions	3	DW & WW	\$35/\$50
12/10/20	Energy Efficiency & Renewable Energy	2	DW & WW	\$28/\$36

To Register: Visit our website GraniteStateWater.org for the most up-to-date information. Click on the training page and look under the service tab. Please sign-up before 10:00am one day prior to class. Attendees will receive an email with a link to the meeting one day prior to the class.

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2020 Awards of Excellence (continued from page 8)

oversaw the construction of all projects.

The three-phase project began in 2018. Phase I included replacement of 23,000 feet of 6" cast iron water main with 8" C-900 PVC pipe.

Phase 2 included a pressure booster station, installation of VFD controllers, three new stand-by generators, upgraded metering for disinfection and corrosion control, and a SCADA installation. A new well source was also successfully permitted. Customers will now enjoy better water service through pressure and flow stabilization.

Phase Three, currently underway, includes

replacing another 21,000 feet of water main with C-900 PVC pipe, all new radio read meters and implementation of an asset management Program with GIS/GPS capabilities. Also in the works is a newer, more equitable rate structure.

For all these projects, now three years in the making, GSRWA recognizes Whitefield Water Department for their Herculean efforts!

2020 Trainer Award

Heidi Lauricella, GSRWA's Training and Event Coordinator presented the 2020 Trainer Award to Eric Denslow. Eric started as a water & sewer operator in a



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2020 Awards of Excellence (continued from page 10)

small New Jersey town. He then took a position with New Jersey Rural Water Association. As a circuit rider he spent many days locating pipes and listening for leaks. Twelve years ago Eastcom Associates hired Eric to become their North Branch sales and training representative. Eric has taught classes for GRWA since 2017. Heidi shared “We are lucky to have him since he is also snagged by our Rural Water neighbors in Vermont, Massachusetts, New York, Connecticut and New Jersey.” Heidi further added, “The feedback I receive paints a clear picture of Eric’s instructing skills. From the same class one operator wrote ‘This was the refresher I really needed’ and another wrote ‘I knew nothing about the subject before this class, the instructor did a great job explaining the whole process. This is evidence that Eric has figured out how to be helpful to all operators no matter how much experience each one has.’

Eric was nominated this year for two reasons: first, his name has come up every year since he started teaching for us because he knows what he is talking about, he gives a clear presentation, and he is very friendly and approachable. But the real reason is Eric is during the pandemic, Eric helped us launch our live webinar training program. According to Heidi, “Eric was able to jump in with a fully formed presentation while I was still trying to find my way around the Zoom control panel.”

A hearty congratulations to all the winners. Of course the Association Awards of Excellence program would not be complete

without its \$100 Raffle. This year’s lucky winner was Jason Bordeau. Until next year, keep up the great work and we look forward to seeing you at the 2021 Awards ceremony in person!



Eric Denslow, 2020 Trainer of the Year.

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Sarah Pillsbury receives Lifetime Service Award

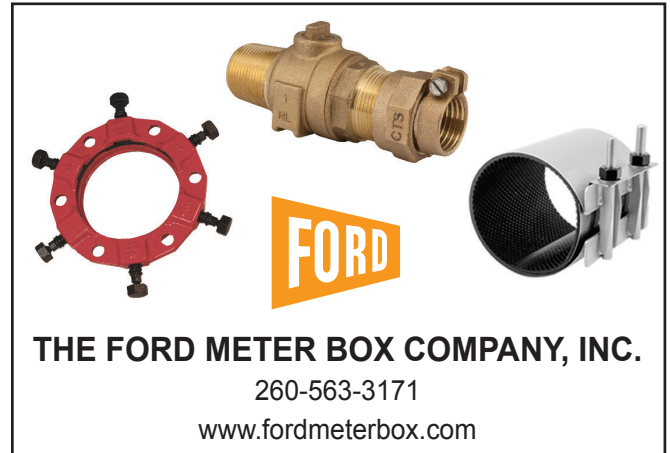
(Continued from page 6)

years of dedicated service, for mentoring countless individuals in the water field and for being such a wonderful collaborative partner.”

After being presented with the award, Sarah responded that it was such a lovely tribute by Stephen’s son and that it was such a great honor. Sarah remarked that it is the spirit of helping each other out that characterizes the water industry. Sarah said, “One of the things that makes me feel confident about the future is the wonderful staff that I have left behind.”

In an interview with GSRWA, Sarah said that one of the proudest moments of her career is selecting and mentoring an amazing staff. Knowing that Brandon Kernan will be the administrator with assistance from section heads Paul Susca, Leah McKenna, Johnna McKenna and Rick Skarinka. “Not to mention all the other smart, dedicated staff throughout the Bureau, makes it a sweet parting”, said Sarah.

When asked how the industry has changed over the years Sarah responded, “Well I am delighted to report that there are a whole lot more women now at all levels (Woo-hoo!). I also think it may well be more challenging now to operate a system. Between new and changing regulations, emerging contaminants that can be detected at lower and lower levels, more intense storms and droughts, and social media which can help or hinder operations, there are more balls to keep in the air. As anyone who knows me will tell you, water operators are my heroes and, now, more so than ever. I would like to see more



people understand their importance and come to value their service much more than they do currently.”

When we asked Sarah about any advice she might have for young people who are interested in a career in the industry she replied, “If you want a career working with good people and doing something important that protects the public each and every day, you should find your water niche, whether that be operations, engineering, hydrogeology, regulating, materials and equipment sales, infrastructure financing, well drilling, lab scientist, etc.”

Sarah’s parting advice, “I would encourage newbies to go to some meetings of the various trade organizations (GSRWA, NHWWA, NEWWA) to talk with professionals involved in drinking water. They love what they do and it shows.”



Happy Thanksgiving!

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Vinnie Melendez
Wastewater Specialist

Vinnie's Quiz Corner

Operators, test your general knowledge of water and wastewater systems.

Enjoy! -Vinnie

Multiple Choice

1. What is the flow rate in a 4.5 ft. wide channel with a flow 12 in deep and a velocity of 3.5 ft./s
 - A. 128 gal/s
 - B. 100 gal/sec
 - C. 118 gal/sec
 - D. 108 gal/sec
2. What device measures the flow rate of gases?
 - A. Parshall flume
 - B. Rotameter
 - C. Float
 - D. Weir
3. Dynamic head is best described as the?
 - A. Velocity of water in a main at full pumping pressure
 - B. Total energy that a pump must develop for pumping to take place
 - C. Total pressure in feet of head, measured at the pump discharge during periods of rest in the system
 - D. Pumping end of any device used to force water into a pressure system
4. Sewers are surcharged when the?
 - A. Flow from exfiltration exceeds the influent flow.
 - B. Flow of electricity in the flowing water exceeds the pressure head.
 - C. Service connection protrudes into the main.
 - D. Supply of water to be carried is greater than the capacity of the new pipes to carry it.
5. Which of the following should an operator investigate first when well pump and control problems occur ?
 - A. Depth of supply
 - B. Piping
 - C. Electricity
 - D. Water leaks
6. Most pumps must be primed before startup in order to
 - A. Calculate the flow rate
 - B. Prevent reverse flow
 - C. Start the flow of water
 - D. Prevent hammer
7. What type of fire extinguisher should be used for fires with live electricity present?
 - A. Class A
 - B. Class B
 - C. Class C
 - D. Class D
8. The floc mass in an activated sludge aeration tank generally consists of?
 - A. Bacteria only
 - B. Yeast and fungi
 - C. Suspended clay
 - D. Microorganisms
9. The best means of protection against infection is.
 - A. Avoiding infected areas
 - B. Inoculations
 - C. Personal cleanliness
 - D. Source control

True or False

10. T or F Disinfection and antiseptic mean exactly the same thing.
11. T or F Sand filters are designed to remove suspended solids.
12. T or F Floc formation is the primary objective of coagulation.
13. T or F Scaling is the depositing of precipitated chemical substances on pipelines and heating surfaces.

Answers

1. C. $4.5 \text{ ft} \times (12 \text{ in.}) \text{ or } 1.0 \text{ ft} = 4.5 \text{ Sq/ft} \times 3.5 \text{ ft/sec} = 15.75 \text{ cu ft/sec} \times 7.48 \text{ gals/cu ft} = 118 \text{ gals/sec}$
2. B.
3. B.
4. D.
5. C.
6. C.
7. D.
8. D.
9. C.
10. False
11. True
12. True
13. True

References:

Water Environment and Technology publication
Operation and Maintenance of Wastewater Collection Systems (Sacramento Manual)



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