



Supporting Water and Wastewater Systems in New Hampshire

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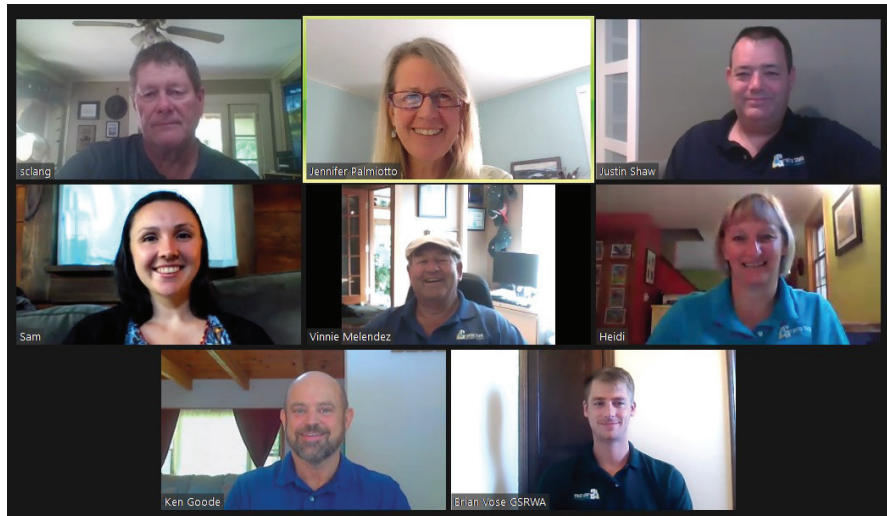
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Join us by Zoom for the “Getting Connected” Training Class and presentation of the 2020 Awards of Excellence.

We Look Forward to Seeing You on October 1st!

GSRWA staff are looking forward to seeing you on Thursday, October 1st for the “Getting Connected” training class and presentation of the 2020 Awards of Excellence. We will be holding this event via Zoom, a video conferencing tool. Not familiar with this platform? Give us a ring and Heidi is sure to walk you through the steps so that you will feel like a

pro in no time.

There will be two hours of informative training. The first seminar will focus on Spill Response. We are excited that Gardner Warr, Administrator of the NHDES Spill Response and Complaint Investigation Section is instructing this session.

The second training is “Websites: A Connection Tool for Every Utility”. Shelly Howay and Shannon Farmer of Rural Wa-

ter Impact will share how utilities can use websites to streamline communication with customers, boards, billing, and regulatory requirements.

A highlight of the event will be the Association’s presentation of the 2020 Awards of Excellence. Come celebrate the achievements of colleagues in the water profession while

(Continued on page 12)

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 Members,
I hope this letter finds everyone well. These past six months have been challenging to say the least. Most of us have never had to operate or work through a pandemic. The way we do business has changed everything from staggering shifts, social distancing, working from home. For those parents out there juggling work responsibilities with the combination of school closings and remote learning it can be overwhelming.

The economic effects of Covid-19 will continue for quite some time. Some businesses have already permanently closed and with colleges and universities closing early this spring, many systems have seen a loss of revenue. This loss of revenue may effect operating and capital budgets and may require systems to reevaluate day-to-day operations and defer much needed system improvements.

Water and wastewater systems are the backbone of our society. A big thank you and commendations to all the water and wastewater professionals out there working hard to keep systems operational during these strange times. Stay well.

Sincerely,

Aaron Costa
Board of Directors
President

From the Executive Director



Dear Member,

If I had to pick one word to describe 2020 it would be “pivot”. Due to the pandemic we have all had to make unexpected changes to our operations and personal lives. This is especially true for the water industry. Water and wastewater utilities provide essential services and there is no “day off”.

In March GSRWA began to make several notable “pivots”. We had to quickly shift all of our training classes online, staff began distributing thousands of masks to systems in need of PPE, and we advocated on behalf of systems at the state of federal levels concerning issues such as loss of revenues and recognition of water workers needing essential benefits. We continue to advocate on your behalf about this issues.

In addition, because of the pandemic, GSRWA had to cancel its annual Operator Field Day, an event where we gather, learn and celebrate the accomplishments of the past year. I look forward to this event every year because it is a chance to connect with you in person. I will miss seeing you this year, however, I hope you will join us for “Getting Connected” a training class during which we will also be holding our 2020 Awards of Excellence. This year is especially poignant because we will be presenting a newly created award which honors Stephen Broadbent and his lifetime of service to the industry.

Thank you for registering for this special event, and I will look forward to seeing you on October 1st!

Warmly,

Jennifer Palmiotto, PhD
Executive Director

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Executive Director
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email: jpalmiotto@granitestatewater.org

Re: Asset Management

Granite State Rural Water provided Alton Water Works with a training on basic principles of asset management and how to apply them to critical water system assets. GSRWA assisted us with gathering our basic asset inventory so we could begin to conduct a comprehensive condition assessments as well as transferring old data and information to a GIS system. This has enabled us to begin to plan for rehabilitation and renovation of assets by creating a criticality matrix in order to achieve the best level of service needed to maintain optimal performance. Having a small department, their assistance helped us gather data that was scattered and assist us in having a more organized approach to our implementation of an asset management plan.

We would like to thank the team at Granite State Rural Water for all of their support.

Very truly yours,

Courtney Mitchell
Alton Water Works
PO Box 803
Alton, NH 03809

Thank You! New and Renewing Members April-August 2020

Aberdeen West Cooperative, Inc.	Marlborough Estates Homeowners Assn
Ashland Water & Sewer	Mass Tank Inspection, Inc.
Barrington Oaks Coop Inc.	Merrimack Village District
Bennington Water Department	Merrymeeting River MHP
Birdsall, Thomas	New Hampton Village Precinct
Camp Sunapee	New London Public Works
Cardigan Mountain School	Newport Water Works
Catamount Hill Cooperative	Nobis Engineering, Inc
Central Hooksett Water Precinct	North Ledge Well Association
Chisholm Farm Home Owners Assoc	North Pines Homeowners Assoc
Chocorua Meadows Association	Northfield Mt. Hermon School
Claremont Water System	Oxbow Campground
Concord Water Works	Penacook-Boscawen Water Precinct
Congregational Church of Hollis	Pickpocket Woods Well Association
Cravens Inspection Services, LLC	Pleasant Lake MHP
DuBois, Elise	Pleasant Valley Park Estates
Dufresne Group	Portsmouth, City of
E R Fabian & Son	Pound Road Waterworks, Inc.
East Bluff Village Condo Association	Powers Generator Service, LLC
Elm Brook Village Cooperative	Redden, Benjamin (Granite Shore Power)
Epping Well & Pump Co.	Rodgers Development Company
Farmington Water & Wastewater	Rouleau, Eric
Franklin Water Department	Sackett Jr, Charles
Glenciff Improvement Coop	Sanbornville Water Department
Gorham Water & Sewer	Secondwind Water Systems, Inc
Grandview Estates of Rochester	Stony Brook Coop
HACH Company	Surry Village Water Co
Hanover Water Reclamation Facility	Swanzey Sewer Dept
Harbor Pines on Lake Shore Drive	Tidewater Campground LP
Hillsborough Water & Sewer	Utilitronics
Jackson Water Precinct	Village District of Eastman
KIng-Gage Engineering	Village District of Eidelweiss
Laconia Wastewater Collections System	West Swanzey Water
Ladd Hill Cooperative	White Lake Est Homeowners Assn Inc.
Lakes Region Mfg Housing Coop	WhiteWater, Inc.
Lakes Region Water Co., Inc	Windy Hill Coop North & South
Lane's End/Front Well System Office	Wolfeboro Water Department
Laviolette Controls	Wright-Pierce

Brandon Kernan Becomes New Drinking Water Administrator

Brandon Kernan took the reins as the new administrator of NHDES' Drinking Water and Groundwater Bureau (DWGB) in August. Brandon is already well known to water system managers and operators as the supervisor of DWGB's Hydrology and Conservation section, which includes the permitting programs for new community water systems wells, large groundwater withdrawals, and discharges to groundwater, the state's water use and conservation program as well as the Water Well Board program. Brandon has been heavily involved in NHDES' statewide investigation into the prevalence of PFAS (per- and polyfluoroalkyl substances) contamination, coordinated the state Drought Management Task Force, supported the state Groundwater Commission for several years, played a key role in the State's case against oil companies responsible for widespread MtBE contamination, and coordinated work with a broad group of stakeholders to divert pharmaceuticals from the waste stream in order to prevent groundwater contamination. He has also worked with managers of water systems to improve cooperation in the regional management of water resources and to improve water conservation. Colleagues recognize Brandon as a tireless researcher and a collaborator with stakeholders in shaping the state's policies aimed at protecting groundwater and drinking water.

Brandon has worked for water systems and consulting firms in the southwest and

northeast prior to joining NHDES in 2000. He has a Bachelor of Science degree in Hydrology and Water Resources from the University of Arizona and a Master of Science degree in Civil and Environmental Engineering from Tufts University.

As the new administrator, Brandon notes "New Hampshire's water resources have been well managed and protected over the last several decades thanks to the efforts of partner organizations such as Granite State Rural Water and water systems throughout the state. We are also extremely grateful to Sarah Pillsbury, who retired as the administrator at the end of July, for her many decades of leadership and support that have ensured the citizens of New Hampshire have safe drinking water. Sarah's work to improve the management of the quality and quantity of water, in addition to permanently protecting thousands of acres of land in critical source water protection areas has been extraordinary. I look forward to continuing her great work as well as working with our partners over the next several months to identify, prioritize and address existing and future challenges facing the industry."

The Association wishes Sarah Pillsbury the best of success in her new endeavors and welcomes the opportunity to work with Brandon to support the needs of NH's systems.

GSRWA Purchases New Monitor for Sewer Camera!

We are excited to share that GSRWA has purchased a new monitor for the sewer camera! Many of you may have worked with Vinnie Melendez, GSRWA's Wastewater Specialist, and seen this camera at your facility over the past nine years. What makes this purchase so great? Most certainly the fact that the monitor is much lighter and more compact and easier to transport is a great improvement on its own, but according to Vinnie the improvements don't stop there! Vinnie reports "This unit is easier to collect, save and share data with wastewater utilities. The monitor is a HD self-leveling camera head, allows for one-touch recording and JPEG image capture and with the App, footage can be viewed on your phone (a new feature). It has a 1-TB internal hard drive for storage (again, another great new feature), has AC/DC capable operation with 4-Hour battery life, and has a larger 9.7-inch HD daylight viewable display."

This purchase is phase one of a two-step upgrade for the sewer camera. In the second phase, the Association looks forward to purchasing a much needed lighter 150 foot pushrod reel.

How is the Association able to make these purchases? Purchases of equipment are made with support from the Equipment Fund. All equipment fees are used to replenish this fund. Members also have a chance to donate to this important fund. Great times to donate include when you renew your membership, or whenever you want to say a special "thank you" for services you have received from one of our staff.

If you would like Vinnie to perform camera work at your system, simply give him a call and leave him a message at (603) 756-3670 Ext 5 or send him an email at vmelendez@granitestatewater.org.



Photo of control module for Vivax-Metrotech vCam-6.

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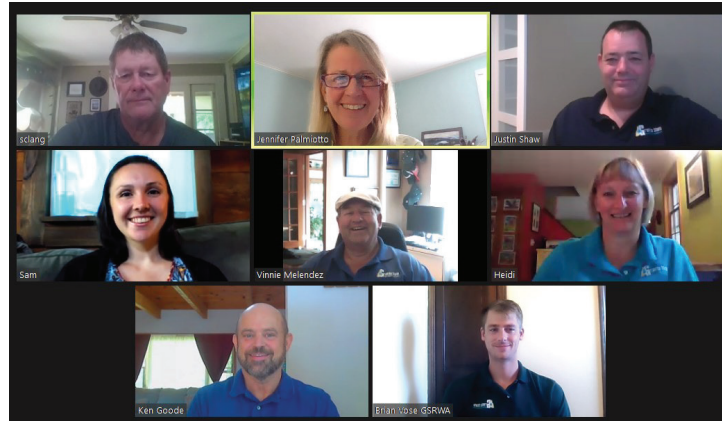
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Getting Connected!

Training Class and GSRWA's 2020 Awards of Excellence

Thursday, October 1, 2020

We look forward to connecting with you! Join us for an informative morning of training and a time to celebrate the excellent work of water professionals!

8:30am Spill Response: A Get Connected Approach *

Instructor: Gardner Warr (NHDES)

This online seminar will consist of a summary of the roles and responsibilities of the NHDES Spill Response & Complaint Investigation Section (SRCIS), including discussions about the availability of Mutual Aid and assistance during emergencies.

Topics include:

- Relevant regulatory statutes that provide enforcement authority in a variety of situations.
- Case studies that illustrate the process of notification.
- Initial site stabilization.
- Comprehensive environmental cleanup.

9:50am - 10:50am Annual Meeting:

- Presentation of 2020 Awards of Excellence
- System of the Year
- Instructor of the Year
- Presentation of the New Stephen Broadbent Service Award
- Raffle Drawing

11:00am Websites: A Connection Tool for Every Utility *

Instructors: Shelly Howay and Shannon Farmer (Rural Water Impact)

Websites are the workhorse of the 21st century. By streamlining communication, compliance and customer service they are an essential component for water and wastewater systems of all sizes. This online presentation will show how a great website is the “Must Have” communication tool for local residents, office personnel and operators out in the field.

Topics Include:

- Learning to effectively communicate & offer customer service through a website & alerting system.
- Features every website should include.
- Compliance assistance.
- Examples of use during normal and Covid time.
- Immediately implementable ideas and resources for free/low-cost apps

How to Register:

Register online at www.GraniteStateWater.org
Please sign-up before 10:00am Tuesday, September 29th.

Attendees will receive an email with a Zoom link one day prior to the event.

2 TCHs in DW and WW
Cost: \$20.00

IMPORTANT: register online or by contacting Heidi Lauricella.
Email: heidi@granitestatewater.org
Tel. 603-756-3670. No mail-in registrations.



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Answer Key for Word Search

(Puzzle is on page 14)

T	D	Q	R	R	E	T	I	L	L	A	B	J	R	Q	S
N	I	U	I	O	E	P	I	Z	Q	A	O	K	E	U	T
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M	A	D	P	A	A	B	L	C	K	F	I	O	L	L	M
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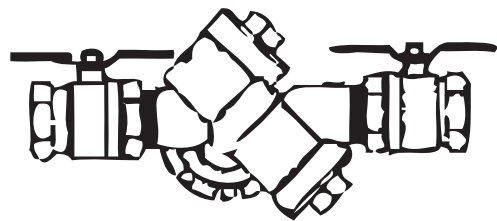
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Getting Connected

(Continued from page 1)

having some fun. There will be our usual \$100 raffle among other fun activities!

This year the Association will conduct the business portion of the annual meeting a little differently due to the pandemic. System members still need to send us their delegate forms. But instead of voting in a live, in-person meeting, voting will take place on-line. Delegates will receive a link with instructions to fill out a brief survey for voting on issues related to the Association. This is separate from the October 1st event. Thank you for promptly sending us your delegate form. Your delegate form was mailed directly to you and has also been sent by email. Can't find it? Give us a ring we are happy to help! (603) 756-3670.



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Vinnie's Quiz Corner

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

Enjoy! -Vinnie


*See page 9 for answer key.

Vinnie Melendez
Wastewater Specialist

WORD SEARCH

- FIND**
- LAGOONS
 - LAND DISPOSAL
 - LIME
 - LIQUID
 - LOADINGS
 - LEVEL
 - LIMITS
 - LEAD
 - LAUNDERS
 - LANGELIER
 - LINEARITY
 - LOGARITHM
 - LABORATORY
 - LINE
 - LOG
 - LEACHFIELD
 - LAYER
 - LAG
 - LATERAL
 - LITER
 - LEAKAGE
 - LANDFILL
 - LUBRICATION
 - LOCK OUT
 - LEGAL
 - LAKE
 - LEACHATE

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



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