

Tightening the Belt One More Notch

Shaun Fielder, Executive Director

All of you should be aware at this point we have experienced another program reduction here at VRWA. Our sole remaining source protection program, as managed by Liz Royer, ended back in January. Liz wrapped up work with VRWA on February 24 on good terms and all of us wish her the best. For any of you that we assisted on source protection plans over the past 10 years, one of Liz's last assignments was to prepare and distribute an electronic copy of the most recent plan we have assisted your system with. It is rewarding to note VRWA distributed these to over 160 systems via mail. Remember, updates to source protection plans are due every three year period and even though we don't have an individual specifically dedicated to source protection plan work, VRWA is still able to offer certain source protection planning services including processing of updates on a fee basis. One other staffing change is that Paula Jackson ended work with VRWA on April 2.

In regards to our other team members and programs, our USDA circuit rider programs as managed

(Continued on page 6)

Lessons from Irene

Aaron Perez, Water Systems Specialist

On August 28th 2011, as Vermonters we faced the worst flooding since 1927. The infrastructure in most of our towns has grown substantially since then, which has increased our vulnerability to this type of natural disaster. During the weeks following Irene, I spoke with a number of water operators around the southern part of the state. Their experiences, while all different, had many common lessons that can be used to help prepare us for future disasters.



With just about every town having multiple water lines running alongside—or over—rivers and streams, the need for accurate mapping as well as a strong maintenance program has never been greater. In some towns, the sudden loss of a single river crossing was enough to create a total loss of pressure to their systems. Being able to locate and shut down these lines was critical to returning service quickly.

Knowing where all of your system valves are located and having mapping that is accessible and easily read by someone who is not familiar with your system is essential. Wastewater operators, highway workers, private contractors and others all contributed to helping get some of these systems up and running, so having information that can be shared in a easy-to-use format is very important.

Knowing that river crossing isolation valves in your system all work properly is important. However, in some cases, the isolation valves themselves had been washed into the river, so you need to know that *all* the valves in your system work properly. I know there are many towns that are hesitant to work old valves in fear that they may cause problems. During disasters like this, you have to be able to isolate portions of your system quickly and possibly for a long duration. Just remember that creating a problem by working on an old valve under conditions in your control is far preferable to doing so in an emergency. ●



Who We Are

Since 1982, Vermont Rural Water Association has supported water and wastewater systems across the state. We provide many services, including training, source water protection planning, and onsite assistance.

Board of Directors

Ed Savage, Town of West Rutland
Richard Desautels, Colchester FD#2
Rod Lamothe, Castleton Meadows
Paul Carroccio, Piper Ridge Homeowners Association
Harry Hinrichsen, Town of Barre

20 Susie Wilson Road, Suite B
Essex Junction, Vermont 05452-2827
802-660-4988 voice; 866-378-7213 fax
vrwa@vtruralwater.org; www.vtruralwater.org

Contact Our Staff

Call us at 800-556-3792

Training Specialist

Phil Acebo, Ext. 337, pacebo@vtruralwater.org

Water Systems Specialist

Brent Desranleau, Ext. 322, bdesranleau@vtruralwater.org
Aaron Perez, Ext. 331, aperez@vtruralwater.org

Wastewater Specialist

Wayne Graham, Ext. 319, wgraham@vtruralwater.org

Executive Director

Shaun Fielder, Ext. 315, sfielder@vtruralwater.org

Publication Staff

Tim Russo, Ext. 305, trusso@vtruralwater.org

News Leaks is the official publication of VRWA. It is published quarterly for distribution to operators, owners, managers and board members of water and wastewater systems in Vermont, as well as to association members, water and wastewater service providers, regulators, and other friends. Opinions expressed in the newsletter do not necessarily reflect the views and policies of VRWA.

For advertising rates and submission criteria, please call 800-556-3792. We reserve the right to reject advertising deemed unsuitable. Acceptance of advertising does not constitute endorsement of the advertiser's products and services, nor do we make any claims or guarantees as to the accuracy or validity of the advertiser's offer.

©2012 Vermont Rural Water Association.



Letters

GRANITEVILLE FIRE DISTRICT #4
P O BOX 206
GRANITEVILLE, VERMONT 05654
FEBRUARY 17, 2012

Vermont Rural Water Association
20 Susie Wilson Rd. Suite B
Essex Jct. VT 05452

Attn: EPA Admin. Lisa Jackson

This Fire District has been a member of VRWA for over twenty years. We utilize the continuing educational offerings and the technical services provided by the Association.

The Fire District is a full service water system that serves a population area of approximately 700 people in Barre Town, Vermont.

Each year, we have a need for technical support to locate leaks in water lines on two to five occasions, and the VRWA has specialized equipment to assist in this process. We also have staff training provided by VRWA. Another area of technical support is service on instruments at our water treatment plant, such as chlorine pumps, turbidity meters, water meters, etc. Without these services, we would have to invest in very expensive equipment and staff that is used infrequently.

The funding support to VRWA is very important to the continued services we receive.

Sincerely,

A handwritten signature in cursive script that reads 'Andre Rouleau'.

Andre Rouleau, Operator and Prudential Committee Member.



Offices in:
E. Middlebury
802.382.8522

Rutland
802.747.3080

Water Supply

Otter Creek Engineering provides solutions for public and private clients' water supply needs including system evaluations, source development, facility upgrades, design, permitting, and construction engineering.

We're qualified to meet
the needs of your project.



News on Tap

VRWA Support Letters to EPA

Thanks to all of you who provided letters of support requesting that EPA direct previously allocated funding back to rural water for much needed training, technical assistance and source protection planning services. VRWA received over 200 support letters from Vermont systems supporting rural water program funding via the EPA budget.

Annual Conference

Our Annual Conference is set for May 2 and 3 at the Lake Morey Resort. All of us at VRWA look forward to another successful event starting with our annual golf tournament on the afternoon of May 2 and training and vendor show on May 3. We are pleased to an-

nounce that Rusty DeWees, aka The Logger, will join us again this year to provide our lunch time entertainment on May 3.

A registration form has been included in this issue (see page 5). Please copy for each attendee and submit with payment by April 15th to take advantage of the early-bird rate.

You may also register by visiting us at vtruralwater.org

Newsletter Changes

News Leaks will now be produced and mailed three times annually. The second and third issues will arrive in the mail early August and October, respectively. As always, we continue to post the latest news and announcements on the home page of our website: vtruralwater.org

VT DEC Forms Advisory Committee To Review Wastewater Certification Rules

The Watershed Management Division has set up a group of industry representatives to assist with review of the wastewater certification process. Wayne Graham is representing VRWA in these meetings. The primary objective of the committee is to review the wastewater certification process, therefore protecting the integrity of the wastewater profession.

On another note, the Watershed Management Division has decided to allow certain web-based trainings to be accepted for wastewater credit hours. Preapproval by Andy Fish (802) 338-4838 will be required.



TODAY'S MOST VERSATILE METER
IS THE ONE THAT WILL MEASURE
EVEN MORE PARAMETERS TOMORROW.



LDO® pH/ORP Conductivity LDO® pH/ORP Conductivity

The unparalleled expandability of Hach's new portable HQd-series means you can purchase just the probes you need now, and you're free to expand your parameters later!

To learn more about our new HQd-series, call Amy Pollock –
New Regional Sales Manager
603-998-3852



Be Right™

©2006 Hach Company - 8870

PITTSBURG
TANK & TOWER
MAINTENANCE CO., INC.

SAVE!
**We have a crew in
YOUR AREA!**

<u>Inspections</u>	<u>Repair</u>	<u>New & Used</u>	<u>Tanks</u>
Wet	In Service Cleaning	Relocation	Elevated
Dry	Paint	Erectors	Underground
ROV	Insulation	Dismantles	Ground Storage
(Robotic)	API	Mixing System	

ROV inspections can be viewed on TV console during inspection & DVD provided. All inspections include bound reports, recommendations and cost estimates.

Hugh McGee
270-826-9000 Ext. 330
www.watertank.com

Classified

1989 Vac-Con: Ford chassis, 3 stage fan, 5- yd. debris body, 2000 gallon water, chassis has 41,526mi/4,539hrs. Vac-Con unit 4,691 hrs. Good condition overall, city unit. Asking \$20,000. Call (802) 655-6410.



What is a “Good Price” for Water & Wastewater Service?

Shaun Fielder, Executive Director

The question comes to us more and more these days; what is a “good price” for water or wastewater service? In fact this was a key point discussed at the recent Budgets and Rates course we offered in conjunction with Aldrich + Elliot, PC down in Hartford, VT in early March. The costs and fees associated with providing water and wastewater service are as varied as the systems across our state. The variation in pricing is significantly different based on the number of factors. These include information such as connections served, complexity of the system including treatment and distribution network, capital improvement needs, consulting fees, testing fees, and many other factors as examples.

This hopefully isn’t news: if the income from rates covers expenses for the budget year, then the rates are likely set accordingly. Let’s not forget that your planning process should incorporate the future needs for your system, not just the one year look ahead. Recognizing there are many standards in regards to financial processes for a given water and wastewater system, having some reserve and covering future capital improvements should be a goal each budget year. As an aside, the money dedicated to future improvements is sometimes referred to as a sinking fund.

(Continued on page 6)

Efficiency Vermont


**START SAVING
TODAY!**

Save money and energy
with energy efficiency by:

- Automating manual tasks such as measuring dissolved oxygen
- Retiring old, inefficient, or problematic equipment
- Taking better control over your process

To learn more about cost-effective, energy-saving options for your facility, call Efficiency Vermont toll-free today at 888-921-5990.

www.efficiencyvermont.com | 888-921-5990



**Consider our
inventory your
inventory.**

**We’ve made your warehousing easier
by eliminating your warehouse.**

We carry the latest, highest quality sewer, water and erosion control products so you don’t have to. In other words, everything you need to get your jobs done right — plus the expertise to advise you on product choices when you need. And, less products on your shelves mean less expenditure for you. It’s all part of EJP’s commitment to quality, innovative solutions that create revenue and conserve water.

EJP. We’re making water work for you.

PIPELINE SPECIALISTS



Harnessing the power of water

**1-800-EJP-24HR
(357-2447)**

www.ejprescott.com

WATER, SEWER, DRAIN & STORMWATER SOLUTIONS

Vermont Rural Water Association Annual Conference & Trade Show

May 2-3, 2012
Lake Morey Resort, Fairlee, Vermont

Who Should Attend

Operators, managers, directors and other representatives of water and wastewater systems, as well as regulators and industry vendors.

Location

Lake Morey Resort, Fairlee, Vermont. Fairlee is near the Vermont-New Hampshire border about 20 miles north of White River Junction. Directions: From I-91, take Exit 15. The resort entrance road is just west of the exit.

Golf Tournament

Our Eleventh Annual Golf Tournament will be held on Wednesday, May 2. Come join VRWA team members, directors and others from the industry for an exciting round. The tournament begins at 12:30pm.

Luncheon & Annual Meeting

Our awards luncheon and Annual Meeting is the perfect chance to talk shop with your peers.

We are also pleased to welcome back *The Logger - Rusty DeWees!*

Sessions

The early-bird session will begin at 8:00am on Thursday, May 3. Other sessions will take place throughout the day beginning at 9:30am. Topics tentatively scheduled to include:

- Irene Lessons Learned
- Regulatory Roundtable
- FEMA Contingency Planning
- Leak Detection
- Bio / Nutrient Removal

Training contact hours for water and wastewater operators will be awarded. Earn up to 3.5 TCH.

Trade Show

More than 50 industry vendors anticipated to display their products and answer questions from 8am-3pm on May 3. Keep an eye out for door prizes. In addition, VRWA will be offering a special prize drawing and tee-shirt giveaways.

Lodging

The resort's overnight package includes your hotel room and dinner on May 2, a full breakfast in the dining room on May 3, and use of all resort facilities. Rates are \$162/night (\$234/night for double occupancy), plus 9% Vermont rooms & meals tax and a 19% service charge. Reservations should be made directly with Lake Morey Resort by April 2; call 800-423-1211 and mention Vermont Rural Water.

For More Information

Call us at 800-556-3792 or visit our website for updates: www.vtruralwater.org

Register today!

Mail this form, call 800-556-3792,
or visit www.vtruralwater.org

Registration Form

Duplicate this form for multiple registrations.

Name _____

System/Business _____

Address _____

City _____ State _____ Zip _____

Phone _____ Email _____

Questions? Call us at 800-556-3792 or 802-660-4988, extension 305.

Cancellation policy: A full refund will be issued if cancellation is made by April 15, 2012.

For office use only:

Date received _____ Check # _____

Check amount _____ By whom _____

Registration rates for One Attendee & Lunch for May 3

Rates on or before April 15, 2012

____ \$55 Member

____ \$65 Non-Member

Rates after April 15, 2012 or at the door

____ \$70 Member

____ \$80 Non-Member

Golf Tournament (5/2 at 12:30pm)

____ \$50 if overnight resort guest

____ \$70 for day attendees

Dinner (5/2 at 6:30pm, separate charge for those not staying at the resort only)

____ \$40

____ **Total Enclosed**

Make checks payable to VRWA.

Mail this form with your payment to:

VRWA, 20 Susie Wilson Road, Suite B

Essex Jct., VT 05452-2827



Tightening the Belt One More Notch

(continued from cover)

by Brent Desranleau, Wayne Graham and Aaron Perez remain in place. They continue to offer services at no direct cost to those systems eligible for Rural Development funding. In addition, Phil Acebo continues full time work on various water operator training. While we await word on national program funding, we hope to secure several other sources of training program support to keep the full complement of continuing education training coming to all public water system operators. We recently determined in 2011 that VRWA provided 68% of all water operator continuing education training in the state. We are doing our best to keep those low-cost training opportunities coming to you.

All these recent program reductions have been very challenging for sure,

and our efforts to secure other funding support is ongoing. This includes our most recent visit to Washington, DC to meet with Vermont's Congressional delegation. Congressman Welch, Senator Leahy and Senator Sanders continue to support rural water and we



L to R: Shaun Fielder, Congressman Welch & Ed Savage (VRWA President)

are hopeful final appropriations levels for rural water program funding for FY 2013 will lead to reinstatement of several of our recently lost programs.

All of you out there know the value

brought to the table by various services we have assisted your system with over the years. In regards to that value, we thank all of you that took time out from your busy schedules to provide a letter of support to be specifically directed at EPA Administrator Lisa Jackson requesting EPA to direct already allocated funds to rural water programs. As of press time, we have received over 200 letters of support. The comments on the value and need of the services VRWA has offered through various programs are very much appreciated. We are in contact with NRWA to determine final strategy to deliver all these items to EPA and to strengthen bid opportunities for related work at the national level. ●

LEGGETTE, BRASHEARS & GRAHAM, INC.

PROFESSIONAL GROUNDWATER &
ENVIRONMENTAL SERVICES



Groundwater Supply Siting, Testing & Evaluation
Wastewater Disposal Site Evaluation & Testing
Source Protection Planning
Surface Water Evaluations
Contaminant Hydrogeology Services
Gravel Pit & Rock Quarry Siting & Impact Evaluations

Well Design & Rehabilitation Evaluations
Enhanced Groundwater Recharge Studies
Environmental Permit Applications & Regulatory Assistance
Expert Testimony & Litigation Support
GIS Analysis & Mapping
Permit Compliance Sampling & Inspections

LBG welcomes the opportunity to work directly with you or team with a local engineer to ensure the successful completion of your project. Contact Eric Hanson, PH, to discuss your project needs.

76 Pearl Street, Suite 203
Essex Junction, VT 05452

A Tradition of Excellence
Since 1944

office: 802.288.9600, x104 | email: ehanson@lbgvt.com

Offices Nationwide
www.lbgweb.com

“...if that price covers system costs in order to keep safe drinking water flowing to the tap and/or the toilet flushing, that is a good price.”

“What is a ‘Good Price’ for Water & Wastewater Service?” continued from page 4

I suggest not using this term due to the negative connotation it projects. This could be interpreted to mean we are putting money aside for a project that is sinking. Not the best way to promote a future needed improvement on your system.

Some of the additional pointers discussed in our Hartford training by Wayne Elliot and Don Phillips (Don came out of retirement to assist us and we thank him). In this time of tight budgets and cost increases, all of us in the water and wastewater industry need to do a much better job promoting the value of the commodity and services we provide. One simple effective approach is to compare our prices with other utility costs on a month per month basis. I know promoting a monthly cost is not currently the industry standard. Most systems charge on an annual, semi annual, or quarterly basis. Promoting the monthly cost will involve some extra effort but the cost comparison will be powerful.

Consider the monthly fees we all pay for phone, internet service, satellite or cable TV, and electricity. I know in many Vermont households each of these commodities run \$50 to \$100 per month. The majority of the water and wastewater systems in Vermont have monthly fees that are well below these other utility costs.

To answer the question, what is a good price? Sorry there is no quick and easy answer. I suggest the following: if that price covers system costs in order to keep safe drinking water flowing to the tap and/or the toilet flushing, that is a good price.



**Contact
VRWA
Executive
Director
Shaun
Fielder at
802-660-
4988 x315
or sfielder@vtruralwater.org**

VRWA appreciates the support of our Associate and Sustaining Members!

Abtec, Inc.
Aldrich + Elliott
Allen Engineering & Chemical Corp
Atlantic Pump & Engineering, Inc.
Clean Waters, Inc.
Clear Water Filtration
Coyne Chemical Environmental Svcs
Diving Services, Inc.
E.J. Prescott, Inc.
Efficiency Vermont
Endyne, Inc.
Engineering Ventures
Environmental Compliance Services
EOS Research, Ltd.
F.R. Mahony & Associates
Ferguson Waterworks
Forcier Consulting Engineers
Ford Meter Box Company, Inc.
Green Mountain Engineering
Green Mountain Pipeline
HACH Co
HD Supply
Hoyle, Tanner & Associates, Inc.
Hydron Inc.
Leach Engineering Consultants, PA
Leggette, Brashears & Graham, Inc.
Lincoln Applied Geology, Inc.
M&K Commercial Diving
Marble Valley Engineering
Mueller Company
Natgun Corporation
Northeast Pump & Instrument
Otter Creek Engineering, Inc.
Phelps Engineering, Inc.
Pittsburg Tank & Tower Co., Inc.
Richard Perez, PACP/MACP Trainer
Sprague GeoScience LLC
Statewide Aquastore
Sullivan Associates
Technical Planning & Management
Ti-SALES Inc.
TPW Management
True Wastewater Consulting LLC
USA BlueBook
Utility Service Co., Inc.
Vellano Bros. Inc.
Vermont Campground Association
Water Specialties Co.
Weston & Sampson Engineers

Ti) SALES

Delivers NO LEAD Products to you

 **NEPTUNE**



Meters

 **FORD**



Brass

WILKINS
a ZURN company



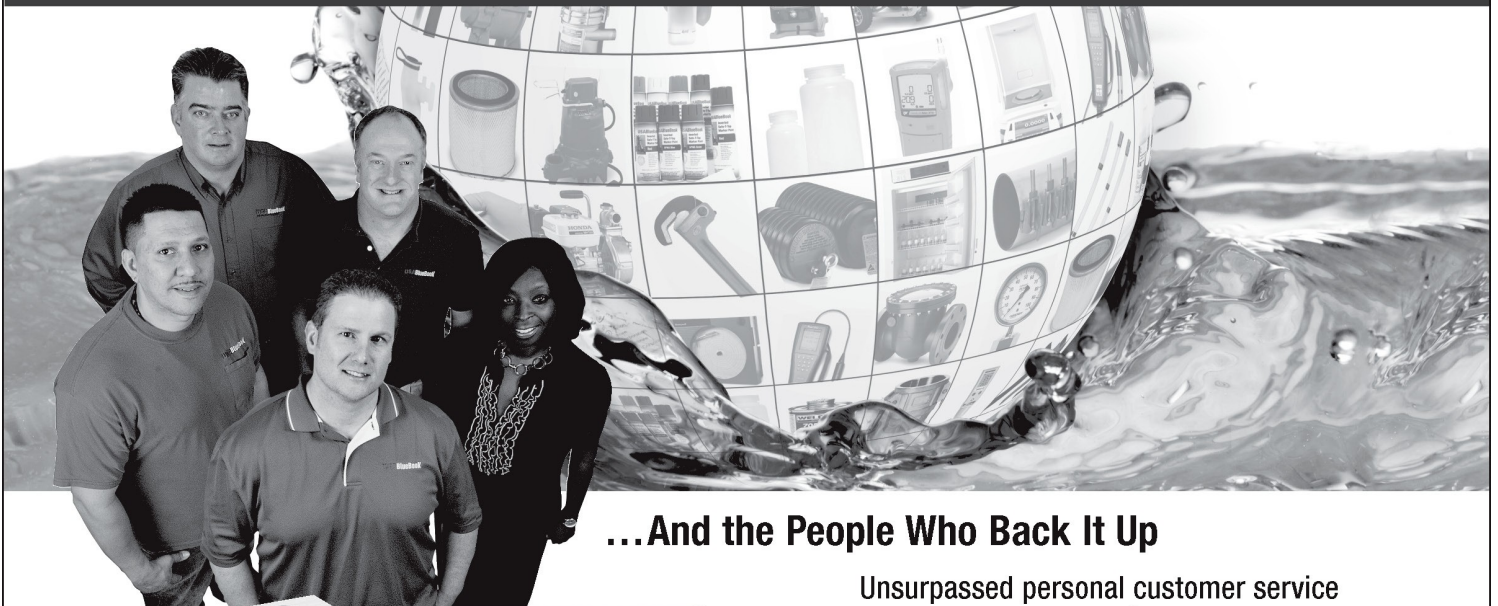
Backflow Preventers

**Call your Account Manager Dave Harris at 802-236-0369
800-225-4616 www.tisales.com
Serving Vermont since 1963**

CURRENT RESIDENT OR

USABlueBook®

EVERYTHING YOU NEED
for Water & Wastewater Operations...

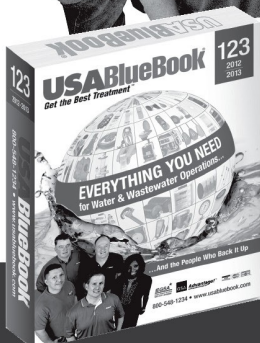


...And the People Who Back It Up

Unsurpassed personal customer service
and expert technical support

Over 27,000 items in stock for same-day shipping

95% of customers receive their
in-stock orders in 2 days or less!



Call 1-800-548-1234
& request your

FREE

MASTER CATALOG 123

★ CHICAGO ★ LAS VEGAS ★ BOSTON ★ ATLANTA ★ DALLAS
Nationwide distribution centers to serve you better!

USABlueBook
Get the Best Treatment™

800-548-1234 • www.usabluebook.com