



American Water Works Association

Partnership for Safe Water

Working Together to Protect America's Drinking Water

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The Partnership's mission is to improve the quality of drinking water delivered to customers of public water supplies by optimizing system operations.

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Letter from Partnership staff:

Springing into action in the new year

We hope that 2013 is off to a great start for everyone. This is a busy time of year at the *Partnership* as we finish up the annual reporting process, distribute letters and date tags for plaques, and plan a full schedule of *Partnership* events at ACE13.

But that's not everything that AWWA staff and volunteers are working on. In this issue of the newsletter, you can read about our many activities, key volunteer appointments, award-winning plants, update on the Distribution System Optimization Program, *Partnership* events scheduled for ACE13, and much more.

You may have noticed some ads for the Partnership for Safe Water in the February issues of the AWWA Journal and Opflow. These ads are part of our ongoing effort to increase outreach and raise awareness, throughout the water community, of the *Partnership's* many benefits. We hope to continue these efforts through newsletter distribution, the updated website, social media channels, publications, and by increasing our teamwork with local AWWA Sections. As we expand the reach of *Partnership* communications, we welcome your feedback and suggestions.

The time of year to submit annual data is also rapidly approaching, and you will receive an email reminder from us closer to June. Thank you to everyone who submitted data and reports in 2012. The quality of reports was excellent, and your commitment to teamwork, optimizing operations, and improving water quality was evident in the pride expressed in many of the narrative reports. It was a privilege to review them.

Finally, we want to thank you again for your support of the Partnership for Safe Water. Your ongoing commitment as subscribers, volunteers and supporters truly drives the long-term success of the program.

Happy Spring from Barb Martin and Tom Schippert at AWWA and the Partnership!

Going to ACE13 in Denver?

Find out about the many *Partnership* activities at the ACE convention this year —and sign-up now to lock-in your spot at:
www.awwa.org/ACE13



ACE13 update:**Partnership to host many exciting events at ACE13 in Denver**

ACE13 is quickly approaching, and AWWA staff is hard at work to ensure that this year's conference is better than ever. If you plan on coming to Denver from June 9—13 for ACE13, we hope you will make time in your busy schedule to attend *Partnership* events during the conference.

Steering Committee and PEAC planning meetings are scheduled to take place on the afternoon of Sunday, June 9. If you are a member of either committee, consider taking this opportunity to meet fellow *Partnership* volunteers face-to-face. Meeting details will be emailed to committee members prior to the conference.

The **Partnership awards luncheon** is scheduled for Monday, June 10. Invitations to the luncheon are extended to utilities receiving the Directors, Presidents, Excellence, or related longevity awards. Award-winning utilities will receive invitations during the month of April. This year, a new 15-Year Directors Award will be added for utilities that have maintained their award status for a 15 year period. Following the luncheon, don't miss the **opening of the technical sessions** where additional awards will be presented.

The *Partnership* is also excited to announce the details of **our technical session PSW01: How Do I Get to be One of the Best!** This session is scheduled for the afternoon of June 10 and includes presentations from award winning utilities as well as a panel discussion where participants can interact with presenters and ask questions about the *Partnership*. Presentations include:

- *Partnership for Safe Water: Treatment Program Overview and Details* – Robert Cheng, PhD, PE, Metropolitan Water District of Southern California
- *How to Get Started and Ultimately Get Management and Employee Buy-In to the Partnership Treatment Optimization Process* – David Paris, Manchester Water Works
- *Phase III Case Studies: Success Stories from Phase III Self-Assessments* – Michael Barsotti, Champlain Water District
- *Phase IV Presidents Award Case Studies: Your Utility May Already Be There* – Sun Liang, PhD, Metropolitan Water District of Southern California
- *Phase IV Excellence in Water Treatment Award Case Studies*– Kevin Linder, City of Aurora
- Panel discussion with all presenters

On Tuesday morning, June 11, there will be a facility **tour of Aurora Water's Griswold Water Treatment Plant**. Despite being Aurora Water's oldest treatment facility, the Griswold WTP is a PSW Phase IV Excellence Award winner. Join the tour and learn how this direct filtration facility overcame technical challenges to meet the *Partnership* program's optimization requirements.

A second tour option featured on Wednesday morning is to **visit Denver Water's Marston WTP facility** and AWWA headquarters. (Please Note: A \$50 fee is required to attend either tour, and early registration is encouraged as space is limited.)

Secure your spot at the conference as soon as possible and lock-in your seat at scheduled sessions and events by accessing the ACE13 registration page at: www.awwa.org/ACE13. Click 'Register Now' to make specific seminar and event choices.

We are looking forward to seeing many of you in Denver in June and hope that you will make the *Partnership* a part of your conference experience.



Be sure to attend the
Festival for Water

on Sunday evening, June 9,
6:00 - 9:00 p.m.
at Denver's Civic Center Park
FREE Admission

Civic Center Park is the place to be on Sunday evening as AWWA and Water for People bring in amazing live entertainment, food trucks, tasty beverages, and engagement focusing on the importance of water. AWWA will have continuous shuttle service from 6:00 to 9:00 .p.m. between the Colorado Convention Center and Civic Center Park.



Would you like to receive a copy of the **2012 Annual Data Summary Reports** for the **Treatment and Distribution Programs**?

Partnership for
Safe Water



Annual Data Summary Reports
March 2013

If **yes** - please **email us** to request the reports at:
partnership@awwa.org

...or call us at: (303) 347.6169.

Steering Committee update:**Partnership Steering Committee reappoints program volunteers**

The Partnership for Safe Water is pleased to announce the reappointment of Brian Haws, PE, to its Steering Committee for a second three-year term. Haws, currently a Process Engineer and Partnership for Safe Water Coordinator at Austin Water Utility, will continue to act as Steering Committee representative for the Association of Metropolitan Water Agencies (AMWA), a position he has held since 2010. Haws is a committed *Partnership* volunteer and has served the program in a variety of capacities for over a decade. Austin Water Utility is an active participant in both the Partnership's Treatment Plant and Distribution System programs, with both of its treatment plants receiving the 10-Year Directors Award.

Additionally, Michael Barsotti was reappointed to serve as Chair of the Partnership's Program Effectiveness Assessment Committee (PEAC). In this capacity, Barsotti leads a team of utility professionals in conducting the peer review process that is the foundation of the *Partnership's* Treatment and Distribution programs. Barsotti is currently Director of Water Quality & Production at Champlain Water District in Vermont, and has been involved in the *Partnership* for more than 15 years. The only utility to have achieved the prestigious 10-Year Excellence Award for Water Treatment, Champlain Water District remains an active participant in the Partnership for Safe Water's Treatment and Distribution programs.

"We congratulate Brian Haws and Michael Barsotti on their reappointments and thank them for the committed service they have provided to the *Partnership*. We look forward to continuing to work with both of them to fulfill our mission over the coming years," states Robert Cheng, current Partnership Steering Committee Chair.

Upon receiving the reappointment, Brian Haws commented that serving on the Steering Committee has allowed him to see all of the *Partnership's* activities from a high level. Mike Barsotti, upon his reappointment, shared that he is amazed that the original three-year term has ended and said that he looks forward to serving for another term.

Finally, Keith Cartnick's service as the NAWC representative to the Steering Committee is also coming to an end after six years. Cartnick thanked the committee and commented that he is surprised that six years have transpired so quickly since he began serving. He told the committee that he will stay in his role until a new NAWC representative is named and is in place. The *Partnership* thanks Keith for his committed service over the past six years.

Program Reminders...Payment reminder:**Partnership subscription fees are now due**

The *Partnership's* subscription invoices were delivered last fall, and second notices were sent out in February.

If your utility's invoice is still outstanding, please remit payment as soon as possible. The mailing address is:

AWWA
c/o: The Partnership for Safe Water
6666 West Quincy Ave.
Denver, Colorado 80235-3098

We appreciate your participation in the *Partnership* and thank you for your attention to this matter. If you have a billing question, please contact us at: (303) 347-6169 or partnership@awwa.org

Annual data reports reminder:**Full data reports are due June 1**

The deadline for completing and delivering Annual Data Reports to the *Partnership* is fast approaching.

The Reports are due on June 1 for the Treatment program. Submission of Distribution program disinfectant data is highly encouraged as well. Files may be sent to us via email at partnership@awwa.org, or physically on CD-ROM and mailed to the Partnership.

Reporting software was originally included in the *New Member Kit* that was provided upon joining the *Partnership*. Current software versions are:

Treatment program software:

- 4hour-6entry v4.3
- 4hour-single-entry v4.3

Distribution program software:

- Disinfectant Residual v1.3.2
- Pressure v1.3
- Main Breaks & Leaks (post beta v1.0)

We are happy to answer any questions you may have about the annual reports or software usability. If your utility needs a new version of the software package for either program, or have an old version, contact us to receive a copy of the software at: (303) 347-6169; or at: partnership@awwa.org

Partnership for Safe Water case study:**San Diego's Miramar Water Treatment Plant strives for full optimization****Miramar WTP wins case study contest!**

Miramar WTP is the winner of our case study contest. Read an excerpt of the case study shown here, and access the entire case study by visiting the *Partnership's* news page on the AWWA website at:

<http://www.awwa.org/resources-tools/water-utility-management/partnership-for-safe-water/partnership-news-media.aspx>

The Miramar Water Treatment Plant (WTP) is one of the City of San Diego's three water treatment plants. The City of San Diego Public Utility Department joined the Partnership for Safe Water in 2004, enrolling all three of its water treatment plants in the program. Otay Water Treatment Plant was the first of the Department's plants to conduct the Partnership Phase III Self-Assessment and attained the Directors Award in 2007. In 2012, the Otay WTP received the Partnership's 5-Year Directors Award. During this time, the Miramar WTP had been undergoing a complete plant upgrade which was not completed until 2010. After the upgrade was commissioned, Miramar plant staff completed the Phase III self-assessment report, which was submitted in May 2012.

The Miramar WTP is a conventional 144 MGD filtration Plant that applies Pre and Settled Water Ozone. Pre Ozone is utilized mainly for taste & odor control but also assists the filtration process by creating "micro flocculation." Settled Water Ozone is the primary disinfection process and assists the plant in compliance with State and Federal water regulations. The plant operates 24 hours a day with a staff of seventeen people. Participation in the "Partnership for Safe Water" program has positively improved water quality and has greatly improved morale the spirit of teamwork, throughout the organization. We have all become the Miramar "Partnership Optimization Team."

Plant staff (which consists of supervision, operators, maintenance and an Instrumentation & Control technician) began participating in bi-weekly *Partnership* meetings in 2010. This part of the process involved data gathering, answering the Self-Assessment questions, and really examining each process in the plant, as well as operational procedures. Through this process evaluation, plant staff identified a number of process deficiencies that could be improved by operational changes. Operational changes were implemented that improved water quality after a backwash. After performing filter media surveillance evaluations, backwash rates were increased for proper expansion and backwash time was programmed to improve the efficiency of each backwash.

> Find out about the other positive changes that took place at the Miramar WTP by accessing the entire case study on the *Partnership's* News and Media page at: www.awwa.org/partnership — then click on the *Partnership News and Media* link located on the left navigation menu and access the case study in the article section. .

(This article was contributed by Dean C Rauscher, Senior Water Operations Supervisor, Miramar Water Treatment Plant.)

Miramar WTP Case Study Snapshot

Partnership Subscriber Since: 2004

Partnership Status:
2012 Directors Award Recipient - Treatment Distribution Program Participant

Location: San Diego, CA

Plant Flow: 144 MGD



The goal is to achieve Excellence!



Striving for operational Excellence!

Public information tip:**Disinfection Byproducts: Key public information messages**

The *Partnership* provides guidance on distribution system practices such as flushing, modeling and disinfectant residual that can help reduce water age and lower DBP levels. Here are five tips to focus on for public communication about disinfection:

- Disinfection of drinking water is vital to protect public health from waterborne diseases. Drinking water disinfection has made many once-common diseases (like typhoid and cholera) a thing of the past in the US, Canada and other developed countries.
- The US EPA has enacted new rules in recent years to reduce disinfection byproduct levels in drinking water, such as the DBP rule.
- Disinfection byproducts form when chemical disinfectants combine with naturally occurring organic and inorganic materials in water.
- The utility is committed to providing drinking water that maximizes public health and minimizes potential health risks.
- The system's water meets all local, state and federal standards. Information about water quality is available in our annual consumer confidence report - access the report on the utility website (provide the utility URL).

For more information on DBPs, access **AWWA's DrinkTap** website at:

www.drinktap.org/home/water-information/water-quality/disinfection-byproducts.aspx

Drinktap.org
the blog



US EPA regulatory update:

New lead-free plumbing rule for 2014

The *Reduction of Lead in Drinking Water Act* takes effect on **January 4, 2014** – less than nine months from now. This Act requires that all pipes, pipe fittings, fixtures, and fittings that come into contact with drinking water are lead-free. The definition of lead-free is less than 0.25 percent, which is a significant reduction from the previous SDWA requirement of less than eight percent lead for pipes and pipe fittings.

Is your utility ready to meet these requirements?

Our Distribution System Optimization program encourages the use of tools (such as asset management systems) to manage inventory, maintenance and planning for distribution system assets. The program's optimization tools can help your utility develop an action plan to meet these, and other, regulatory requirements.

Access AWWA's Regulations Web page and our information on Lead & Copper to learn more about this upcoming regulation at: www.awwa.org/legislation-regulation/regulations/chemical-contaminants/lead-copper.aspx

Partnership award winners:

The Partnership celebrates 2013 award winning utilities

2013 Directors Award winning utilities and treatment plants have been announced prior to publication of this newsletter. Please join us in congratulating these systems for providing superior water quality to their customers even beyond EPA's regulations. Additional awardees will be named throughout the spring. The *Partnership's* staff and all of our volunteers wish to thank these utilities for their outstanding long-term efforts and success in working towards optimization:

2013 First-Year Directors Award Winners:

California

City of San Diego

Maryland

Washington Suburban Sanitary Commission

North Carolina

Charlotte-Mecklenberg Utilities

Oklahoma

City of Tulsa

Pennsylvania

Aqua Pennsylvania

Pennsylvania American Water

2013 15 Year Directors Award Winners:

Florida

City of Tampa Water Department

Georgia

Douglasville-Douglas County Water & Sewer Authority

Kentucky

Kentucky American Water

Minnesota

Saint Paul Regional Water Services

Nevada

Southern Nevada Water Authority

New York

Onondaga County Water Authority

Ohio

Cleveland Division of Water

Texas

Dallas Water Utilities

Vermont

Champlain Water District

Virginia

Chesterfield County Utilities

West Virginia

West Virginia American Water

Wisconsin

Oak Creek Water & Sewer Utility

2013 10 Year Directors Award Winners:

Colorado

Montezuma Water Company

Illinois

Illinois American Water

Louisiana

City of Bossier City

Missouri

Missouri American Water

Ohio

Aqua Ohio Water Company, Inc.

South Carolina

Charleston Water System

2013 Five Year Directors Award Winners:

California

City of San Diego

Colorado

Clifton Water District

Pennsylvania

Pennsylvania American Water

Robinson Township WTP

South Carolina

Beaufort Jasper Water Authority

AWWA webinars:

Learn about best practices from the experts

AWWA's webinars provide education on many subjects that are focused on trending topics within the water industry. Access the AWWA Webinar schedule at: www.awwa.org/conferences-education/distance-learning/webinars.aspx. Upcoming AWWA webinars include:

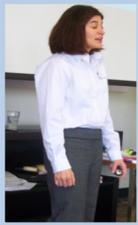
Biological Treatment: April 24, 2013, 11:00 a.m. - 12:30 p.m. mountain time.

Description: Presenters will highlight how utilities are implementing new and improved biological treatment to solve their drinking water challenges. This webinar will supplement information presented at the March 2013 AWWA Biological Treatment Symposium. Registrants will be able to engage in discussions with these leading-edge presenters.

The Emerging Professional Water Operator: May 1, 2013, 11:00 a.m. - 12:30 p.m. mountain time.

Description: Over time, trades grow into professions through education, apprenticeship, examination, and regulation, bringing those working in an occupation greater recognition, compensation, and employment opportunities. Recent developments now position operators for unprecedented professional recognition and growth. Join us for a discussion of emerging industry initiatives that propel operations firmly into the professional realm and explore how operators can shape and successfully navigate advancements of the industry.

> **Register now** at www.awwa.org/conferences-education/distance-learning/webinars.aspx or, contact [Customer Service](#) at 800.926.7337.

Happenings at AWWA:**Lunch & Learn program informs AWWA staff about the *Partnership* and what's in store for ACE13**

Barb Martin

On March 26, AWWA's staff enjoyed free lunch while learning about the *Partnership* and its many programs. Barb Martin, the program's manager, opened the seminar with a succinct explanation of water turbidity and demonstrated for the AWWA staff what water quality actually looks like by displaying standards with varying amounts of turbidity.

In addition to addressing AWWA staff; representatives with local *Partnership* utility subscribers shared their insights about the program's value and how it helps improve operations and benefits staff – and ultimately their customers.

The team also shared why the program is invaluable to utilities, and how our data analysis leads to greater optimization of their system. AWWA staff also learned about *Partnership* awards and the 'ladder of achievement' and how the awards complement each other. Finally, the *Partnership's* ACE13 events and activities were highlighted so that staff members would be fully prepared to answer questions at the conference.

The event closed with a vigorous Q&A session and many thanks from those throughout the conference room.



AWWA staff was engaged



T. Schippert and B. Martin

Partnership tip:**Teamwork is the key to success**

Many systems that have completed the Phase III Self-Assessment, and those that have gone on to receive the Phase IV Excellence Award, state that the *Partnership* process is beneficial, not only for improving plant performance, but also for the resulting increase in teamwork and cohesiveness among plant staff. Participation in the program has paved the way for instilling a culture of optimization at treatment plants across the country. Participation has also encouraged many plant operators to increase their understanding and ownership of treatment plant performance due to their involvement in all phases of the process. It is a source of pride for many utilities when every treatment plant employee is able to describe the *Partnership* for Safe Water, why treatment plant optimization is important, and how the job they do every day is essential for protecting public health.

These sentiments were displayed in many of the annual report narratives we received, and is also evident in this quote (*right*) that supports how our programs increase teamwork and a collaborative culture. Plus, better morale is also a result of the *Partnership* process as revealed in the quote (*left*) from a Phase III participant's case study. Involving staff at all levels of the organization is just as critical when approaching a self-assessment of distribution system performance. However, getting distribution field staff engaged in the self-assessment process can be an added challenge due to geography and the dispersed nature of the team.

Kevin Linder of Aurora Water provided the following tips to help get distribution field staff involved and engaged:

- **Keep meetings short** – Make optimization a discussion topic for daily tailgate meetings with distribution staff before they head out to the field.
- **One step at a time** – If working through a self-assessment, break the process into manageable pieces. It's perfectly acceptable to address a single question during a daily meeting, particularly if it results in meaningful input from field staff.
- **Ask questions** – Ask the team to identify the risks associated with their daily tasks, including the water quality risks. Then ask how these risks can be mitigated. Listen carefully to the responses.
- **Encourage ownership** - How will what you do today contribute to excellence in operation and public health?

It can be a challenge to involve field staff in the self-assessment process. However, with some creative thinking and alternative approaches a greater number of utility employees can become actively involved

and engaged. The benefits of striving for a culture of optimization throughout your utility can reach well beyond the improvements in water quality that will occur as a result.

Increased morale:

*"As for plant morale, it has never been higher, we are motivated and excited. Because of the *Partnership* program and the "Optimization *Partnership* Team" working cooperatively through this process we were awarded the "Directors Award." We have recently registered our intent to submit our application for the President's Award and ultimately achieve the Excellence in Water Treatment award. We don't just work here; we have taken ownership of our facility and are proud of what we accomplish."*

Increased teamwork and collaboration:

"We believe that the plant is very well deserving of Phase IV status due to the dedication of every employee to maintain performance that truly exemplifies excellence. The employees of this plant never take for granted how fragile water quality is and are continually motivated not only to maintain our Phase IV status, but to seek for other ways of improving process control and consistency."

Partnership for Safe Water case study:

Pennsylvania American's Shady Lane WTP proves that pursuing the Directors Award achieves greater performance and teamwork



Staff was involved in receiving the Directors Award. Pictured from left-right: Bruce Call; Rich Dunlap; Ed Harrington (seated) Barry Holzhauser, Bob Tagert and Keith Crump.

The Shady Lane Water Treatment Plant received the Directors Award this past December after a year of thoughtful and exciting work at the plant. The entire staff participated in the Partnership program and it appears that everyone benefitted from the "journey."

Sandy Weiss, Water Quality Supervisor and lead author of the report stated, "When I tentatively suggested at one of our staff meetings that maybe we should apply for the Directors Award, I was pleasantly surprised by the staff's enthusiasm to pursue the project. Everyone was quite eager to answer any and all questions I had regarding their duties and daily routines. We would sit down as a group and answer the Phase III questions and discuss each process of the treatment plant. Since the

plant has performed exceptionally throughout the years I thought it would be difficult to suggest action items to change or optimize treatment processes. But in fact, most of the action items were proposed by the staff members themselves."

The *Partnership* program and the involvement of each employee gives everyone a voice in suggesting improvements; in sharing knowledge; and in understanding the cause and effect of each plant process and thus providing safe water for everyone.

In the beginning of the process the initial phase I and phase II steps resulted in a foundation for data collection and development of performance graphs used by staff to recognize trends and better understand plant performance. These initial steps introduced the *Partnership for Safe Water* culture to the operations staff and developed the "entire plant" optimization mind-set necessary to take on what is considered the most important next step— development of the Phase III Report.

The "journey," as Sandy Weiss calls it, truly brought everyone together, focused on improving plant performance each and every day and accepting nothing less than excellence.

The entire *Partnership* family congratulates Sandy and the entire staff at the Shady Lane Water Treatment Plant on a job well done.

PA AWWA section available to help manage the self-assessment process:

The Partnership for Safe Water's Pennsylvania section and staff are willing to work within the framework of the program to help your utility.

Our AWWA PA Section representatives are certified operators, or have regulatory experience, that makes them a valuable asset at your disposal while working through the program. Contact our staff at:

www.paawwa.org/Staff.shtml

for any questions you may have regarding the programs.

While it's self-paced, expectations are that each utility would progress thru the Phase III step of the program, at a minimum, to achieve a substantial benefit from their subscription. Our representatives will work diligently with you to achieve these goals.

Partnership news:

News and feature articles highlight our partners' excellent work

Read articles featuring our subscribers as well as innovations in the water industry

West Virginia utility responds to the storm of the century — From Journal AWWA; January 2013

Abstract: This article offers a recounting of the challenges and successes of West Virginia American Water's response to a rare "derecho," or superstorm in June 2012 underscores the need for detailed emergency response planning and the value of a dedicated and well-trained team.

Access the article on the AWWA Website at: www.awwa.org/publications/journal-awwa/abstract/articleid/35096259.aspx

(*Please Note:* AWWA members can access the article for free by logging-in with their member number; the AWWA non-member rate to access the article is \$30.)

Driven by invention — From WSO (Water System Operator); Nov/ Dec 2012



Article Subtitle: Manchester's Lake Masabesic treatment plant thrives on innovation and has earned prestigious awards for outstanding drinking water

Abstract: This article describes how Manchester, NH, Lake Massabesic WTP's many innovations and processes helped them achieve the *Partnership's* Excellence in Water Treatment award in 2012. Learn about this plant's water quality and how it's delivered to customers in their service area.

Access the full article on the WSO website at: www.wsomag.com/editorial/2012/11/driven-by-invention

