



# Green Mountain Water Environment Association

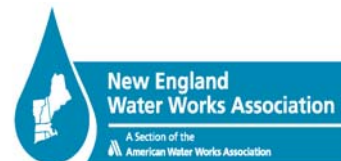
And

## New England Water Works Association

A Section of the American Water Works Association

Present:

### 2010 Water Operator Training Courses



**NOTE:** Directions to training locations are listed below. Registration fees include all course materials, CEUs and CEU Certificate (upon successful completion of course). Early registration is advised. Breaks and lunch are **NOT** provided, so please plan accordingly.

#### Preparing For & Responding To Customer Water Quality Complaints

*S. Burlington --- Course Code: #WWQ310AP*

February 3, 2010 \* \* \* \* \* 8:00 A.M.- 11:30 A.M. \* \* \* \* \* 0.3 CEU (3.0 TCH) *or*

*St. Johnsbury ----Course Code: #WWQ310BP*

February 4, 2010 \* \* \* \* \* 8:00 A.M.- 11:30 A.M. \* \* \* \* \* 0.3 CEU (3.0 TCH)

**Course Description:** This class will allow participants to carefully plan how to create an effective program for receiving water quality complaints, and how to deal with the various types of expected and unexpected water quality complaints. Because of serious liability issues, as well as the need to learn more about your system's water quality, an overview of how to properly receive and record complaints will be presented along with proven remedies to ease any fears in the minds of the customer. Sound practices for setting up and completing a site visit, if required, will be discussed along with a list of the most common types of water quality complaints, and how to satisfy the customer. **Registration Fee:** GMWEA members, \$40.00; NEWWA members, \$80.00; non-members, \$100.00

#### Understanding and Using the Public Notification Rule

*S. Burlington --- Course Code: #PNR310AP*

February 3, 2010 \* \* \* \* \* 12:15 P.M.- 3:30 P.M. \* \* \* \* \* 0.3 CEU (3.0 TCH) *or*

*St. Johnsbury ----Course Code: #PNR310BP*

February 4, 2010 \* \* \* \* \* 12:15 P.M.- 3:30 P.M. \* \* \* \* \* 0.3 CEU (3.0 TCH)

**Course Description:** Sometimes despite our most concentrated efforts, public drinking water systems will experience a violation of the Safe Drinking Water Act. This three-hour class is designed to assist operators in following the Public Notification Rule, which was updated in June 2000. The course will explain the requirements of the rule as designated by the Safe Drinking Water Act, and provide a clear description as to how to meet the requirements of having to notify the public of a violation. Several examples will be presented, and participants will become familiar with the rule by actually participating in the construction of a public notice for a typical experienced violation. **Registration Fee:** GMWEA members, \$40.00; NEWWA members, \$80.00; non-members, \$100.00

#### Creating a Flushing Program To Meet SWDA Requirements

*S. Burlington----Course Code: #DFL310AP*

February 17, 2010 \* \* \* \* \* 8:00 A.M. – 11:30 A.M \* \* \* \* \* 0.3 CEU (3.0 TCH) *or*

*Rutland----Course Code: #DFL310BP*

February 18, 2010 \* \* \* \* \* 8:00 A.M. – 11:30 A.M \* \* \* \* \* 0.3 CEU (3.0 TCH)

**Course Description:** This program's agenda will cover Introduction to Flushing Programs, Public Notification, Water Quality and Water Sampling, Flushing Design and Program Tracking, Operations of a Flushing Program, Advantages of Unidirectional Flushing and GIS, Small System Perspectives on Flushing Program Planning and a Demonstration of Proper Sampling Procedures. **Registration Fee:** GMWEA members, \$40.00; NEWWA members, \$80.00; non-members, \$100.00

## **Water Main Disinfection**

S. Burlington----Course Code: #DMD310AP

February 17, 2010 \* \* \* \* \* 12:15 P.M. – 3:30 P.M. \* \* \* \* \* 0.3 CEU (3.0 TCH) or

Rutland----Course Code: #DMD310BP

February 18, 2010 \* \* \* \* \* 12:15 A.M.- 3:30 P.M. \* \* \* \* \* 0.3 CEU (3.0 TCH)

**Course Description:** This seminar has been specifically developed to present an overview of the various processes utilized to disinfect drinking water distribution system water mains. Each segment will present a topic related to the sanitary protection of a typical distribution system water main. The focus of this forum is introductory in nature. The morning segment will help participants develop an understanding of the various types of chlorine used in the disinfection process, as well as the importance of water main disinfection. A follow up segment will cover the disposal of highly chlorinated water and show how to properly dispose of this water according to the latest acceptable practices. The next segment includes a presentation by a water main contractor illustrating the correct methods used to disinfection new, repaired, or rehabilitated mains. Lastly, an overview of how to provide proper quality control in the main disinfection process will be presented. "Water Main Disinfection" will provide you with a solid, need-to-know-background in main disinfection basics. **Registration Fee:** GMWEA members, \$40.00; NEWWA members, \$80.00; non-members, \$100.00.

## **Ethics and Water System Operation**

Rutland----Course Code: #TEO310AP

March 16, 2010 \* \* \* \* \* 8:00 A.M.- 11:30 A.M. \* \* \* \* \* 0.3 CEU (3.0 TCH) or

S. Burlington----Course Code: #TEO310BP

March 17, 2010 \* \* \* \* \* 8:00 P.M. – 11:30 A.M. \* \* \* \* \* 0.3 CEU (3.0 TCH)

**Course Description:** This class is designed to introduce the importance of ethics in the field of drinking water. Often times we are all face with the temptation to do something that we believe is harmless and will temporarily make our lives easier, but may be contrary to what we believe is "right". By establishing a proper code of conduct, and training employees to follow that code, many of the temptations can be avoided. Starting with an explanation of what "ethics" entails, the class will define the steps in the creation of a code of conduct. Next, once the code is established, the methods of applying the code to everyday workplace situations will be discussed, then illustrated by a short exercise by the group of participants. **Registration Fee:** GMWEA members, \$40.00; NEWWA members, \$80.00; non-members, \$100.00

## **Sound Procedures For Drinking Water Sampling**

Rutland----Course Code: #BSP310AP

March 16, 2010 \* \* \* \* \* 12:15 A.M.- 3:30 P.M. \* \* \* \* \* 0.3 CEU (3.0 TCH) or

S. Burlington----Course Code: #BSP310BP

March 17, 2010 \* \* \* \* \* 12:15 P.M. – 3:30 P.M. \* \* \* \* \* 0.3 CEU (3.0 TCH)

**Course Description:** This course is designed to provide fundamental information to anyone who is responsible for taking drinking water samples. This seminar will explain key concepts and sound scientific procedures that should be included in every sampling program. Instruction will focus on the need for accurate sampling, and follow the sample through the "chain of custody" to its eventual analysis. Proper sampling methods are critical in evaluating the quality of the water you produce, or distribute. Without strict attention to detail in procedures and methodology, a host of problems can develop. Don't let this happen to you! Though this seminar is lecture and discussion based, it will feature focused, hands-on demonstrations to illustrate essential points and techniques. Practical instructional materials, which can be referenced during the seminar, or "on the job," will be provided. **Registration Fee:** GMWEA members, \$40.00; NEWWA members, \$80.00; non-members, \$100.00

## **Fundamentals of Reading Blueprints**

St. Johnsbury----Course Code: #DBL410AP

April 27, 2010 \* \* \* \* \* 8:00 A.M.- 3:30 P.M. \* \* \* \* \* 0.6 CEU (6.0 TCH) or

S. Burlington----Course Code: #DBL410BP

April 28, 2010 \* \* \* \* \* 8:00 A.M. – 3:30 P.M. \* \* \* \* \* 0.6 CEU (6.0 TCH)

**Course Description:** This full day seminar is specifically designed to help participants develop an understanding of how working drawings are organized, and how to utilize the information contained in them. You will receive instruction in reading several types of drawings including: site plans, floor plans, sections and details, including both architectural and mechanical and plumbing drawings. This seminar will present a step-by-step guide to where specific types of information can be found in a set of working drawings, teach you practical easy concepts to remember, procedures for orienting yourself with a new set of working drawings and provide you with the skills you need to read and understand the information portrayed in engineering drawings. **Registration Fee:** GMWEA members, \$65.00; NEWWA members, \$130.00; non-members, \$180.00. *This course has also been approved by VT DEC for wastewater operator license renewal credit.*

## *How To Successfully Operate & Maintain Your Pump Station*

S. Burlington --Course Code: #DPS410AP

May 12, 2010 \* \* \* \* \* 8:00 A.M. – 3:30-- P.M. \* \* \* \* \* 0.6CEU (6.0 TCH) *or*

Rutland --Course Code: #DPS410BP

May 13, 2010 \* \* \* \* \* 8:00 A.M. – 3:30-- P.M. \* \* \* \* \* 0.6CEU (6.0 TCH)

**Course Description:** This full-day seminar is designed to help participants develop an understanding of the basic concepts in safe operation and maintenance of pump stations. Sound procedures will be presented throughout the seminar with a focus on providing the new or seasoned station operator with straight- forward information regarding all major aspects of responsible station operation and maintenance. Beginning with an explanation of station components, this seminar will cover pump types, a basic orientation to safety, automation, water quality monitoring and record keeping. The goal of this seminar is to increase participant awareness of methods that are practical and useful in successfully operating and maintaining a pump station. **Registration Fee:** GMWEA members, \$65.00; NEWWA members, \$130.00; non-members, \$180.00

## *Preparing For and Responding To Water Main Breaks*

St. Johnsbury --Course Code: #DMB410AP

June 8, 2010 \* \* \* \* \* 8:00 A.M. – 3:30-- P.M. \* \* \* \* \* 0.6CEU (6.0 TCH) *or*

S. Burlington --Course Code: #DMB410BP

June 9, 2010 \* \* \* \* \* 8:00 A.M. – 3:30-- P.M. \* \* \* \* \* 0.6CEU (6.0 TCH)

**Course Description:** This course is designed to assist distribution operators, consultants and contractors to create and evaluate their own plan on how to effectively prepare, respond to, and repair damaged or broken water mains. Details regarding planning for the initial response to a break will be covered to include inventory control and readiness of service vehicles. Incident management will then be presented, including, isolation of the main, partial recovery, and main repairs. Next, methods of returning the main to service will be covered along with the importance and methods of incident record keeping. Case histories will be used to provide examples of the causes of main breaks and how they can be prevented. **Registration Fee:** GMWEA members, \$65.00; NEWWA members, \$130.00; non-members, \$180.00

## *Hands-On Valve Operations and Maintenance*

S. Burlington --Course Code: #DVO111AP

September 29, 2010 \* \* \* \* \* 8:00 A.M. – 3:30-- P.M. \* \* \* \* \* 0.6CEU (6.0 TCH) *or*

Hartford --Course Code: #DVO111BP

September 30, 2010 \* \* \* \* \* 8:00 A.M. – 3:30-- P.M. \* \* \* \* \* 0.6CEU (6.0 TCH)

**Course Description:** This seminar will: Teach you step-by-step, the proper procedures for inspection, testing and maintenance of mainline distribution valves and water mains. Teach you the fundamentals of valve and main maintenance. Show you effective maintenance management procedures with the focus on optimal operation of the distribution system. The seminar will feature a "Hands-On" instructional component where you "tear down" each type of valve. **Registration Fee:** GMWEA members, \$65.00; NEWWA members, \$130.00; non-members, \$180.00

## *Effective Project Management*

St. Johnsbury --Course Code: #MPM211AP

October 26, 2010 \* \* \* \* \* 8:00 A.M. – 3:15-- P.M. \* \* \* \* \* 0.6CEU (6.0 TCH) *or*

S. Burlington --Course Code: #MPM211BP

October 27, 2010 \* \* \* \* \* 8:00 A.M. – 3:15-- P.M. \* \* \* \* \* 0.6CEU (6.0 TCH)

**Course Description:** Water utility and organization managers are responsible for managing and coordinating work processes and resources so that they have the greatest overall impact on the success of a project. This seminar on Project Management will focus on communication and relationship management as a means to have greater control, creativity and innovation around Project Management challenges. Strategies will be explored, tools will be presented and the importance of good performance coaching will be discussed. The focus will be on practical and relevant examples that you will be able to implement following the completion of this workshop. **Registration Fee:** GMWEA members, \$65.00; NEWWA members, \$130.00; non-members, \$180.00





# September – November, 2010 GMWEA / NEWWA COURSE REGISTRATION FORM

**NOTE: Please do NOT send payment to GMWEA!**

## HOW TO REGISTER FOR NEWWA COURSES

**Part I** – Please complete this entire section including daytime telephone, fax, email, and GMWEA and/ or NEWWA member number if applicable. **The address should be your billing address for these courses.**

**Part II** – Please **check** which course(s) you will be registering for and circle the appropriate fee.

**Part III** - Please indicate the method of payment by checking the appropriate box and filling in the **TOTAL FEE** box. If you will be paying by credit card, **it is very important that you include the card number and expiration date.**

Keep a copy of the course dates and directions then return the completed registration form by Mail to: **NEWWA, 125 Hopping Brook Road, Holliston, MA 01746-1471.** Or, fax to NEWWA at **(508) 893-9898.** If you need further information, please call the NEWWA office at **(508) 893-7979.**

## PART I - PARTICIPANT INFORMATION

<b>Name</b> (As you want your name to appear on CEU Certificate)	<b>Daytime Phone</b> (    )    -
<b>Company</b>	<b>Fax</b> (    )    -
<b>Billing Address</b>	

## PART II – COURSE LISTING

✓	Course Code	Course Title	Date/Time	Circle Correct Fee
	DVO111AP	Hands-On Valve Operations and Maintenance – S. Burlington	Sept. 29, 2010 8 am – 3:30 pm	\$65 / \$130/ \$180
	DVO111BP	Hands-On Valve Operations and Maintenance- Hartford	Sept. 30, 2010 8 am – 3:30 pm	\$65 / \$130/ \$180
	MPM211AP	Effective Project Management- St. Johnsbury	Oct. 26, 2010 8 am – 3:30 pm	\$65 / \$130/ \$180
	MPM211BP	Effective Project Management- S. Burlington	Oct. 27, 2010 8 am – 3:30 pm	\$65 / \$130/ \$180
	DTS211AP	The Troubleshooter: Maximizing Your System's Pumping Efficiency- S. Burlington	Nov. 3, 2010 8 am – 3:30 pm	\$65 / \$130/ \$180
	DTS211BP	The Troubleshooter: Maximizing Your System's Pumping Efficiency- Rutland	Nov. 4, 2010 8 am – 3:30 pm	\$65 / \$130/ \$180
	CBF211DT	Backflow Prevention Device Inspector/ Tester Training – S. Burlington	Nov. 15-18, 2010 8 am – 4:30 pm	\$330 / \$660 / \$660
		<b>TOTAL</b>		

<b>City</b>	<b>State</b>	<b>Zip</b>
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## PART III - METHOD OF PAYMENT

<b>Type of Payment</b> <input type="checkbox"/> Check (Payable to NEWWA) <input type="checkbox"/> P.O.# _____ <input type="checkbox"/> MasterCard/Visa <input type="checkbox"/> AMEX	<b>Amount (from TOTAL FEE above)</b> \$	
<b>Credit Card #</b>	<b>Expiration Date</b>	<b>Signature:</b>

**Cancellation Policy:** If you need to cancel, you must contact NEWWA in writing at least two business days prior to the start of the course. If you contact NEWWA within one business day, you will be charged 100% of the original course registration fee. This charge is non-refundable and non-transferable. Written refund/credit request made for special circumstances will be considered if received within two weeks from the start date of the program. Credit issues are valid for six months from the date of the program.

<b>Email</b>	<b>NEWWA Member #</b> (if applicable)	<b>GMWEA Member?</b> check here <input type="checkbox"/>
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- Check here if you have a disability and require accommodations to fully participate. You will be contacted by NEWWA.
- I am considering membership in NEWWA/AWWA. Please send information. For additional registrations, reproduce this form or call NEWWA at (508) 893-7979.